

**Region 4 Education Service Center (ESC)**

**Contract # R210603**

*for*

Interpretation and Translation Services and Related Solutions

*with*

**Homeland Language Services**

Effective: January 1, 2022

The following documents comprise the executed contract between the Region 4 Education Service Center and Homeland Language Services effective January 1, 2022:

- I. Vendor Contract and Signature Form
- II. Supplier's Response to the RFP, incorporated by reference

**APPENDIX A**

**CONTRACT**

*This Contract ("Contract") is made as of \_\_\_\_\_, 202X by and between Homeland Language Services ("Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Interpretation and Translation Services and Related Solutions("the products and services").*

**RECITALS**

WHEREAS, Region 4 ESC issued Request for Proposals Number R210603 for Interpretation and Translation Services and Related Solutions ("RFP"), to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with OMNIA Partners.

- 1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days' (365) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.
- 2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.

- 3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).
- 4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
  - i. This Contract
  - ii. Offeror's Best and Final Offer
  - iii. Offeror's proposal
  - iv. RFP and any addenda
- 5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.
- 6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).
- 8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.
- 9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.
- 10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to the Contractor unless otherwise approved by Region 4 ESC. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.

#### 11) TERMINATION OF CONTRACT

- a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to Contractor for acting or failing to act in any of the following:
  - i. Providing material that does not meet the specifications of the Contract;
  - ii. Providing work or material was not awarded under the Contract;
  - iii. Failing to adequately perform the services set forth in the scope of work and specifications;



- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
- vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

- b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.
- c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.
- d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

- e) Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

- 12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.
- 13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.
- 14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.
- 15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.
- 16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.

- 18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing

being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by

its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

**OFFER AND CONTRACT SIGNATURE FORM**

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name Homeland Language Services

Address 1000 Town Center Drive, #300

City/State/Zip Oxnard, CA 93036

Telephone No. 602-877-5537

Email Address jwhittington@homelandls.com

Printed Name Joe Whittington

Title Director Business Development

Authorized signature 

Accepted by Region 4 ESC:

Contract No. R210603

Initial Contract Term 01/01/2022 to 12/31/2024



Region 4 ESC Authorized Board Member

10/26/2021  
Date

Margaret S. Bass  
Print Name



Region 4 ESC Authorized Board Member

10/26/2021  
Date

Linda F. Tinnerman  
Print Name





August 15, 2021

RFP 21-06 INTERPRETATION AND TRANSLATION AND RELATED SOLUTIONS

Region 4 Educational Service Center  
7145 West Tidwell Road  
Houston, TX 77092  
Crystal Wallace, Business Operations

Homeland Language Services  
1000 Town Center Drive, #300  
Oxnard, CA 93036  
Joe Whittington, Director / Ernesto Lanazca, CEO/co-founder  
805-666-9124 or or 602-877-5537  
jwhittington@homelandls.com / elanazca@homelandls.com

Reference (a) Homeland Language Services SDVOSB Certification Letter dtd 26 May 2021

We are pleased to submit our Interpretation and Translation and Related Solutions proposal describing how Homeland Language Services (HLS) can provide 24/7/365 support for all requested services for ESC4 and other entities. HLS possesses the immediate large capacity to support all solicitation and addendum 1 requirements at the highest level of professionalism and fastest services delivery, with a dedicated sales team to aggressively perform outreach, sales, training and legacy conversion to ESC4 pricing and services.

- Our priority goal is to obtain one Co-Op Agreement (ESC4/OMNIA), unwaivering focus upon dramatic success of that vehicle with a large highly prepared sales team. We do not have and will not pursue NASPO, CMAS, Buyboard, etc., contrary to other vendors with all. Our nationwide sales team will be exclusively dedicated to ESC4 contract sales and growth.
- HLS has reviewed all service expectations, fully understands, and meets or exceeds all performance requirements of the solicitation and addendum 1. Requests no exceptions, waivers, or deviations to any solicitation requirement.
- Federal Government support includes U.S. Department of Veterans Affairs, over 1100 medical facilities that have selected HLS as their translation and interpretation worldwide support vendor. Reference (a), Veterans Department SDVOSB letter included under Tab 6.
- Sixteen year highly successful performance record, linguists and staff. HLS will commit significant resources, sales and customer support staff to promoting and supporting the ESC4 contract vehicle.

Respectfully,



Joe Whittington, Director Business Development

Homeland Language Services – Services Proposal  
Region 4 Education Service Center  
Solicitation Number 21-06  
Interpretation and Translation Services and Related Solutions

## TAB 1

Draft Contract and Offer and Contract Signature Form (Appendix A)

a. Terms and Conditions Acceptance Form (Appendix B)



**APPENDIX A**  
**DRAFT CONTRACT**

*This Contract ("Contract") is made as of \_\_\_\_\_, 202X by and between \_\_\_\_\_  
Homeland Language Services \_\_\_\_\_ ("Contractor") and Region 4 Education Service  
Center ("Region 4 ESC") for the purchase of Interpretation and Translation Services and  
Related Solutions("the products and services").*

**RECITALS**

WHEREAS, Region 4 ESC issued Request for Proposals Number R\_21-06 for Interpretation and Translation Services ("RFP"), to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with OMNIA Partners.

- 1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days' (365) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.
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CONTRACT

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- 4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
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- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
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- d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

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being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by



its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

**OFFER AND CONTRACT SIGNATURE FORM**

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name Homeland Language Services

Address 1000 Town Center Drive, #300

City/State/Zip Oxnard, CA 93036

Telephone No. 602-877-5537

Email Address jwhittington@homelandls.com

Printed Name Joe Whittington

Title Director Business Development

Authorized signature 

**Accepted by Region 4 ESC:**

Contract No. \_\_\_\_\_

Initial Contract Term \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Region 4 ESC Authorized Board Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Region 4 ESC Authorized Board Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name





## TAB 2

### Products/Pricing

#### Services Quoted:

- TELEPHONIC INTERPRETATION, supporting 200+ languages, 24/7.
- ON-SITE INTERPRETATION supporting ASL and over 100 languages.
- VIDEO REMOTE INTERPRETATION supporting ASL and the 40 most common foreign languages from any desktop, laptop, tablet, or handheld device; or Zoom, Teams webinar integration.
- DOCUMENT TRANSLATION/AUDIO TRANSCRIPTION SERVICES supporting 200 languages. With medically certified linguists.
- CART and other peripheral language services listed.

Homeland Language Services – Services Proposal  
 Region 4 Education Service Center  
 Solicitation Number 21-06  
 Interpretation and Translation Services and Related Solutions

August 15, 2021

## PRICE PAGE / Solicitation 21-06

SERVICES	PRICE
<b>Document Translation/Website Localization</b> , 150+ languages supported, medical certified linguists  DELIVERY SCHEDULE <b>Audio Transcription/other</b>	<ul style="list-style-type: none"> <li>SPANISH: \$0.12 per word</li> <li>All other languages: \$0.16 per word</li> <li>Desktop Publishing: \$32.00 per hour</li> <li>Expedite Delivery Fee: +30%</li> <li>Minimum Task Charge: \$35.00</li> </ul> Provided in Proposal Quoted per individual task SOW
<b>Telephonic Interpretation</b> , supporting 240 languages, 25/7. 3 <sup>rd</sup> party dial included.	<ul style="list-style-type: none"> <li>SPANISH: \$0.54 per min</li> <li>All other languages: \$0.56 per min</li> </ul>
<b>Video Remote Interpretation</b> , 24/7	<ul style="list-style-type: none"> <li>ASL: \$1.30 per min</li> <li>All other video languages: \$1.25</li> </ul>
<b>On Site Interpretation</b> , Supporting ASL and 150 languages ( <b>Nationwide</b> )	<ul style="list-style-type: none"> <li>ASL: \$88.00 per hour, 2HR minimum</li> <li>Languages: \$68.00 per hour, 2HR minimum</li> </ul> Prescheduling/Mileage/Cancelation/terms – <b>in accordance with solicitation.</b>
<b>CART Services</b> , on site and off site	<ul style="list-style-type: none"> <li><b>\$139.00 per hour</b></li> </ul>

Joe Whittington, Business Development Director  
 Homeland Language Services  
 Phone: (602) 877-5537 [jwhittington@homelandls.com](mailto:jwhittington@homelandls.com)  
 1000 Town Center Drive #300 Oxnard, CA 93036



BBB Rating: A+  
 as of 4/7/2020  
 Click for Profile





Homeland Language Services  
— Our Linguists are the bridge to your success —

## TAB 2 - Services

### INTERPRETATION AND TRANSLATION SERVICES



HOMELAND LANGUAGE SERVICES

ADDRESS: 1000 Town Center Dr / #300, Oxnard, CA 93036

CONTACT: Joe Whittington, Director Business Development

P:(602) 877-5537 , jwhittington@homelandls.com



[www.homelandlanguageservices.com](http://www.homelandlanguageservices.com)



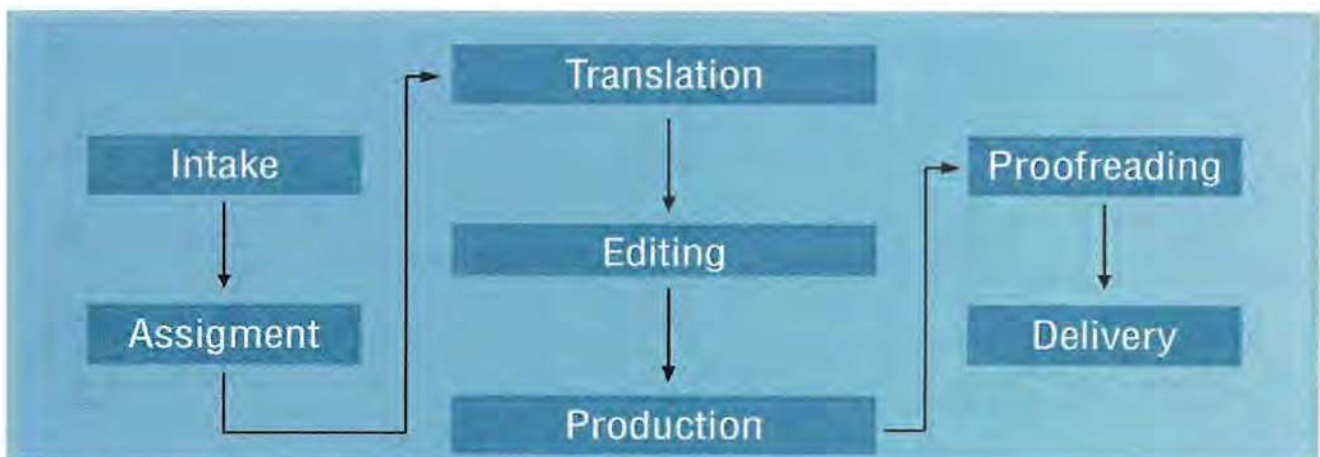
# 1.0 Technical Approach - Service Offerings

## 1.1 Translation & Localization (T&L)

Homeland Language Services (HLS) is unique in the industry translating a wide range of both common and rare languages. Supporting written materials, software, websites, or other media for our clients' linguistically diverse customers. Our dedicated Project Managers utilize a US-based and multinational network pool of over 5,500 highly qualified and professionally vetted translators. HLS will provide its customers and all departments, branch, and field offices with fast and friendly support, at the highest levels of quality and delivery turnaround for translation services. Our industry-leading methodology is to ensure that all translation tasks, large and small are completed to exacting standards, ahead of schedule, on budget, with a strict emphasis on quality and accuracy to include redundant Quality Assurance (QA) processes. Additional and final QA takes place by the task dedicated project manager's review before the product is returned to the customer. Our internal standards include numerous industry-standard control processes such as the guidelines of ISO-9001:2015 and ISO-17100:2015.

Our commitment to continually adhere to new security, standards, and processes as they emerge to improve our translation workflows with adherence to the most rigorous guidelines available for translation providers.

In 2005, HLS ownership began providing language support services to the U.S. Government as well as the several state governments. In the 16 years since then we have continued to work with same while adding more each year. The reason for HLS's success is our commitment to providing accurate, on-time, and cost effective language services while never cutting corners when it comes to quality. We utilize effective Quality Control as the key to providing a high-quality service, and it is the main component necessary for achieving high-quality translations.





Our professional translators and interpreters are the real key personnel involved with the high quality services we offer. Since our inception, and having accomplished some of the most demanding technical language projects issued by U.S. Government agencies and industry, we have developed a pool of thousands of expert linguists. We only work with experienced translators and interpreters with demonstrated ability in specific subject matters and technical areas, which represent the bulk of our more than 10 million words of translation per year. Our linguists have proven their capabilities over the years' time and again with highly complex, technical projects, often under extremely tight deadlines. All have at least three years of professional translation and/or interpreting experience, and some combination of linguistic training, education, accreditation and certification. The majority of our more than 500 most active translators have been working with us for more than 10 years. Two of our three owners were Federal Government translators.

### 1.1.1 Task Submittal and Needs Consultation with Customer, Immediate Quote or Approval, Translation and QA Processes

**Needs Analysis** - Our Project Manager notes all Client goals, objectives, and specifications and creates a plan for providing excellent translation services based on actual need. The PM takes into account the language types requested, dialects, technical nature of the text, formatting issues, due dates, delivery specifications and other factors. The PM looks for any potential pitfalls, issues or other problems that will affect the management of the Project for an on time delivery.

**Translation** - Once the PM has a firm understanding of the scope of the project, he or she will send it on to the most qualified translator available. Many long-term projects have dedicated linguists who only support one large key account. These language professionals take into account the intended audience and create appropriate translations that go far beyond substituting one word for another. The professional linguist understands that they must never sacrifice the accuracy of the translations, but they should also take care to translate nuances of tone to achieve a document that feels as if it were written in the target language.

**Proofreading** - Our quality control process is based on a thorough and repeated proofreading of every translated document to ensure accuracy, readability, cultural connectivity and adherence to client goals and requests. Once the initial translation is complete, a proofreader goes over the translated document to ensure that every part of it has been translated and that the resulting document is free of errors. The PM will always take into account this very important step and leave enough time for the team of proofreaders to ensure accuracy, eliminate errors and ensure readability.

**Formatting** - If the document requires formatting, the PM will instruct our in-house formatter to lay out the translated document to the specifications of the client.

**Delivery** - When he or she is satisfied that the project is completed, the PM will deliver the completed project in the format that was previously specified by the client.



**Feedback and Revisions** - Client feedback is always welcome and the PM or shift executive will always be available to answer questions 24/7/365, assist with issues or clarify procedure. In the unlikely event that a client finds an error in our translation, we will quickly fix the mistake at no charge in a timely fashion.

**Errors** - If HLS has committed an error in translation, formatting or delivery, then we will fix the problem at no charge to the client in all cases. If it is determined that the error was not made by HLS, then standard charges will apply. Please also note that translation is not an exact science. One word may be preferred over the other, but both are grammatically correct and linguistically interchangeable. HLS does not regard such language choices as errors. If the client wishes different terminology to be used instead of what our linguist has determined to be correct, then standard charges will apply unless the client supplies these preferences in advance of the start of work.

**Customer Service** - We always endeavor to make our clients happy and supply them with accurately translated documents. To that end, our Project Manager is available to speak to you at any time during extended business hours (6:00 a.m. to 8:00 p.m. PST) and by special arrangement can provide you with a 24/7 contact number. The PM can always give you accurate timelines, progress reports, assist you with changes, answer questions.

### 1.1.2 Enhancing Speed, Accuracy, and Improving costs. Homeland Language Services Use of Translation Memory Application Tools

HLS has incorporated the processes and protocols of ISO 9001:2015 and ISI 17100 certifications for translation processes which encourage advanced application tools. Without exception, our geographically dispersed translation contact centers adhere to stringent quality assurance processes aimed at constant Cost and Delivery Schedule improvements. We not only have in-house translators, editors, desktop publishing, and proofreaders, but also localization and website engineers and designers that can complete any job, in any format using over 100 different application tools used around the globe. May it be InDesign files or other types of documents that require DTP or more challenging projects like the translation of medical, legal, website forms, voter guides and pamphlets, eLearning courses or financial websites or applications, we are able to complete all projects seamlessly without the headaches of having several vendors involved.

We have used and continue to use multiple software tools over the years such as Trados. With these we have developed a simple, secure, and robust platform for client communications that allows each client to create and submit projects, approve quotes, download translations, and translation memories and see usage and spend reports through an easy-to-access and use Secure User Portal.

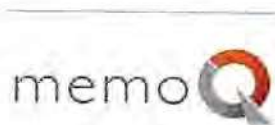
HLS provides extensive use of specialized translation tools to create a unique and comprehensive translation memory tool for use by translation project managers, linguistic and translator personnel, translated Desktop Publishing department through final QA review to ensure all customer tasks are returned in the form, fit, function and look it was intended to create. Maximizing current and future use for consistency, accuracy, and response times. This means that



every time you translate a project with us, it will be stored and added to your translation memory avoiding translation of duplicate content and eventually creating cost savings through the use of repetitions. We provide a 75% discount on repetitions for recurring jobs of similar content. Our lessons learned over the past decade indicate that 35% of customer requests are recurring tasks eligible for huge cost and delivery savings. Through the use of technology tools such as translation memory, we are able to offer the following repetition and volume discounts:

## Recurring acronyms, Repetition and Fuzzy Word Discounts

Repetition	25 % of new word rate
100% Matches	50% of new word rate
75% to 99% Matches	5% of new word rate
Projects over 50,000 words per language	5% additional discount
Projects over 100,000 words per language	10% additional discount
Projects over 250,000 words per language	15% additional discount



## 1.2 Opportunities for Cost Reductions

HLS has implemented numerous methods to reduce translation fees without sacrificing translation quality. Every task begins with a Trados translation memory (TM) tool scan and analysis to determine the best methods to proceed at the lowest cost and fast delivery. Source files of the document are sent to the PM and translator in an electronic format. The translator will use the translation memory tool to analyze your document and produce a report showing no-matches (segments in the source document that do not match any segments available in the TM), fuzzy matches (source segments that partially match TM segments), full matches (source segments fully identical to TM segments) and repetitions (recurring segments in the source document).

Based on the results, the translator and PM will offer customer discounts based on these recurring words now standardized for all future use. Whatever the ultimate discounts our customers immediately notice both delivery time and cost savings. Typical estimates determine that fuzzy matches cost 50-60% of the translation fee paid for the new content task, while full matches and repetitions cost only 20-25%. Your dedicated PM will quote the price based on the number of words in your document, which means that you will know in advance how much it will cost and you will not have to pay for the possible increase in the word count inherent to translation in certain language pairs into English.



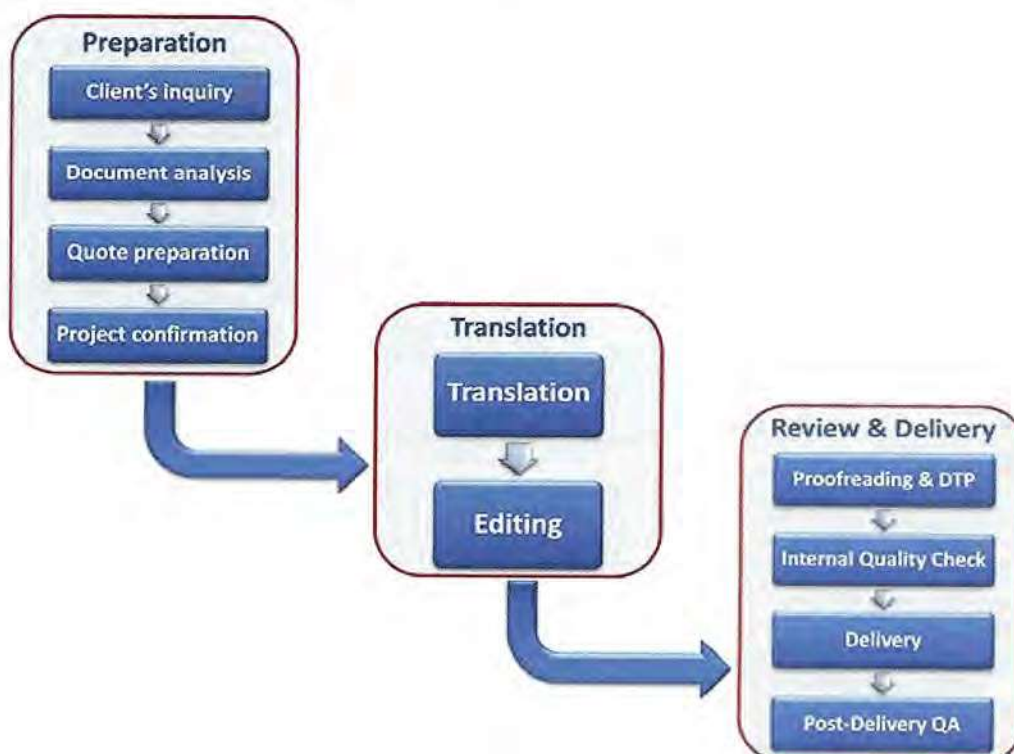
Our Trados and other machine memory tools are highly useful and can help the customer bring down translation fees but not in the case of repetitive texts, texts that you send for translation periodically with small changes or large projects that last for months or years. These include product descriptions and catalogs, and user manuals, clinical trial protocols and letters, financial reports, etc. In summary, for yearly or monthly recurring translation tasks or different tasks but of similar content and acronyms, the significant cost saving can be identified.

### 1.3 Customer Satisfaction Assessment

We have established a proven customer feedback process that uses face-to-face, web, or telephone meetings with our key client contacts (COR, COTR, and government Project Managers) to find out firsthand how well we are performing in support of their program(s). Through this process, we can obtain feedback that allows us to benchmark our performance against that of other translation contractors and to get input from the government about unfulfilled needs that may be satisfied with a new product or service offerings. There may be occasional problems, failures, and difficulties derived from 24-7 operations, due to hundreds of dialects/ subdialects emerging in the USA in high volumes. All issues will be thoroughly investigated by both our Quality Control and Interpreter Relations groups with disposition tracking sent to the customer's Project Manager. Typical outcomes include increased quality monitoring; translator pulled for refresher training; linguist removed from government contract support; furlough or termination.

### 1.4 Document Translation Delivery Schedule

Below is a standard delivery schedule for standard translation, editing and proofreading projects. In cases where the subject matter is highly technical, or when desktop publishing/formatting is required, additional time may be needed.





Number of words in document	Suggested Turnaround Time (in working hours)
2000 or fewer	24 hours
2001 to 4500	48 hours
4501 to 7000	72 hours
7001 to 9500	96 hours
9501 to 10500	120 hours
10501 and more	144 hours or more

### 1.4.1 Translation Implementation Plan

As early as three days after receipt of the order (DARO), introductions from your primary point of contact and dedicated Senior Program Manager, Joe Whittington, with the support of the full senior management and translation teams will assist in developing a comprehensive User Profile and implementation plan. Addressing each of the customer's functional groups and their typical support needs. Our queries followed by detailed customer input, if any, will be requested from the customer regarding their specific needs and delivery schedules to include unique department acronym lists, terminology lists, style guides, colors, formats, and fonts, etc., for future translation projects. Planning to include the following:

**Translation Design Review Meetings:** Conduct agency-wide mapping of departments and groups within the customer organization to address upcoming requirements; and establish meetings with key personnel within each group. HLS contractor staff and Program Manager will be introduced to all customer departments. To expedite upcoming activities and familiarize the customer with how to reach and submit tasks. We shall also document the group's unique mission, understand their needs and expectations, and ensure the contractor kickoff is smooth from their perspective.

**Creation of workflow documentation and task submittal processes:** For each customer department, HLS shall emulate current submittal and document return processes to encourage minimal new training and commonality between all departments. HLS offers several options for our receipt of translation requests and source files for our review and handling. Customers may submit source files in a variety of ways, 24-7 with confirmation by Homeland Language Services of file receipt with an estimate of delivery return and cost.

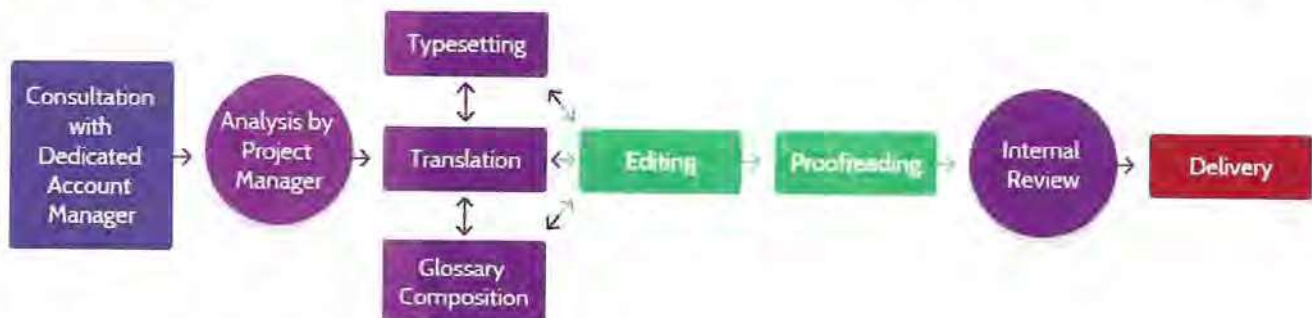
The technical approach guarantees high availability and maintaining top-performing, customer-focused interpreters and translators. Immediate response call centers are readily available to address all requirements of each customer across the state. A product of HLS's call center business process includes immediate access to over 200 languages, immediate access to your Program Manager, and our highly experienced call center leadership team. Their efforts, which will continue throughout the contract, will drive our technical approach with on-time performance, and give customer end-users the most advanced and innovative solutions available in the marketplace today and in the future.



## 1.4.2 Document Translation Performance and Contact Center Secure Translation Performance

HLS currently operates five translation and interpreter support Call Centers, for redundancy and failover, regionally dispersed. Centers are available to accept translation task and commence work 24/7/365. We possess Branch and Field Offices located near our major clientele in California, Washington D.C., Phoenix, Arizona and other locations. Additionally, senior interpreters and translators; and Program Managers located across the country serve on-site or near dozens of government and private-sector customer sites, and immediately respond to customer support requests 24-7 throughout the year meeting contractual needs. Our call centers' expansion capabilities of each facility are unlimited with ample facilities availability and linguist subject matter expert talent across all languages and other customer-support personnel. All nationwide locations are supported by full and part-time senior management, employees, and 1099 linguists working 24-7.

We are proposing the full width and breadth of our facilities tailored to meet your language support needs. Specifically, services tailored for you, as services integrated into our large call center operations. These interpretation and translation services are highly scalable to meet changing work volumes over the life of the contract and quick ramp-up and ramp-down for urgent order demands. Our backup support and additional space to accommodate rapid expansion are available for immediate expansion to accommodate short or long-term emergency surge requirements such as pandemics, border surges, natural disasters, urban civil unrest, and other exigencies. More than sufficient technical and management staff across these centers are dedicated to supporting our interpreter and translator call center services.



## 1.5 Experience in Key Disciplines

What makes HLS unique among Language Service Providers is our unique and high-volume immediate support capacity and customer support approach. Our clients expect, and we deliver exceptional language services at a lower cost from our specialized interpreter call centers. Our task is to discover our clients' Mission and Budget for the project and then foster the environment that will help develop the vision, plan, and performance to make it a reality.

Daily and weekly communication with our clients is critical to every aspect of their project. It is critical to understanding our client's current and evolving needs; It is critical in developing support for these complex needs, for example, do you require medical or legal translation. It is



critical to maintaining meaningful project schedules and resultant usage metrics for analysis. It is critical to providing fast implementation and training and easy to use access processes.

We begin every new client relationship by developing a communication protocol and plan. By “communication protocol,” we mean an agreement by all parties of the timeline, form, and way important project information will be conveyed. For example, we have an agreement in which important project information is communicated in writing from our clients to their dedicated HLS Program Manager, who then distributes that information to relevant staff within the HLS organization.

HLS has seen a 40% growth in the past three years, and we continue to grow. We have hired more full-time employees and have expanded our interpreter, translation, and scheduling call centers, adding more equipment and personnel. While much of our growth has been through new business opportunities, we have been equally successful in recurring business through our existing clients with whom we have built strong and lasting relationships. We value our client relationships, and we go beyond our contractual obligations to deliver exceptional results and exceed expectations. We take pride in the fact that our retention rate for existing clients is 98% of repeat business.

## 2.0 Over the Phone Interpretation (OPI)

Real-time, easy-to-use, and highly accessible phone interpreters are available 24-7 with guaranteed access to over 200 languages within 15 seconds or less, on average across all languages. Spanish and common languages typically within 5 to 15 seconds or less, on average. We provide customers easy to access and use services; thoroughly screened, tested, trained, and qualified interpreters in over 200 languages. Our team of 5500 linguists is available with real-time demand. HLS updates and maintains the most extensive language list in the industry, continuously updated to meet new and emerging needs. Employee and contractor-specialist interpreters receive extensive training and instruction before the first day of employment as a medical or legal interpreter, and capable of supporting interpreter calls across all industries and business sectors. Clients can access our interpreters from any exist-ing phone, computer, tablet, or handheld device.

### Interpreter Service Description

Interpreters shall demonstrate English business-level communication skills, knowledge, and abilities with expertise in medical and legal terminology, and other business-level standard phrases and usage. Provide meaning for meaning consecutive interpretations via phone. Simultaneous interpretation is also available upon request.

- Demonstrated ability to interpret the meaning for meaning from English to Spanish and from Spanish to English
- or from English to all other languages and from the target language to English – and demonstrate effective communication skills in both languages.



## Minimum Levels Required

- Medical or legal related experience preferred. We provide a training program to enhance interpretation skills.
- College-level or formal study in languages, translation, and interpretation a plus.
- Criminal history, background check, employment check, certifications on file, a non-disclosure agreement on file, HIPAA understanding, and sign-off on file. Other contracts may require fingerprinting, eQip and eVerify, etc.
- Must possess a High School diploma or GED, with three years minimum experience in a professional interpreter environment.
- Fluent bilingual speaker or interpreter able to pass a standard English proficiency test.

## 2.1 Over the Phone Interpretation - Implementation Plan and Customer User Profile

Unique for each customer site, a comprehensive User Profile and implementation/training plan that addresses each of the customer's functional groups and their typical telephonic interpreter support needs shall be discussed and implemented.

Customer User Profile is a well-defined service overview, discussed with client, and documents specific guidance and preferences provided by the customer's senior management regarding call handling and overall contractor performance, specifically which feature sets and options will and will not be put into place. Examples include mandatory data collection, priority top-languages access list, account codes, and answer by IVR or customer services agent to assist caller.

A highly customized approach to implementation and customer staff training for OPI services will be performed at no additional charge. Training and refresher training includes complimentary training sessions throughout the life of the contract. Both initial training and for new personnel. From experience, HLS understands that all customer mission & goals are different, and we will take your input and preferences for your dedicated User Profile, to create a customized rollout for your departments and agencies. A typical User Profile and implementation plan includes the following.

- Client Team Introductions - Meet and request client input regarding call flow and data collection needs. HLS may assist as a subject matter expert (SME) making consultative recommendations and assessments for customer review and approval, based on our full breadth of experience with other similar size departments, to maximize efficiencies and effectiveness.
- Customer Comments - Document findings from initial site surveys and customer meetings. Document and implement customer needs and prepare rollout for service performance.
- Prepare User Profile - HLS to fully brief, inform, and implement specific customer needs to internal interpreter call center management, QA, training, accounting, and other internal



- HLS departments. Implementing contractual service and deliverables per customer input.
- Commence Customer Implementations / Go-Live - Provide training and literature. Low-rate service usage of trained staff and groups, or full-rate implementation of entire customer site(s). Smaller departments will go-live immediately, larger customer call-centers or campus-style implementations may be phased over days or weeks upon completion of staff training.
- Reporting - Reporting of completion or critical milestones completed for large campus-style/multi-building or statewide rollouts. HLS dedicated Program Manager and team to be in daily contact. Milestone Reviews, Program Reviews, Design Reviews, Cost Accounting Status Reviews to be held after 15 or 30 days DARO. Monthly or quarterly thereafter via telephone, web meeting, or on-site.

### System Capabilities

- Calls needing language assistance or providing special instructions can be routed directly to waiting customer support representative, 24-7.
- Dedicated toll-free numbers and unlimited account codes.
- Interpreters shall be pre-qualified, certified, and trained for industry-standard terminology.
- Technology and security integration, contingency, continuity, redundancy planning to include disaster avoidance and recovery plan.
- Manpower and logistics planning to immediately ramp up interpreter and translator staffing during surges to drive connection and wait times to SLA levels.

## 3.0 Video Remote Interpretation (VRI)

Homeland Language Services offers Video-Remote Interpretation (VRI) supporting American Sign Language (ASL) and the 40+ top foreign languages in real-time from any desktop, laptop, tablet, or handheld device. Our VRI service connects clients to a video interpreter in 30 seconds or less, on average without the need to preschedule. VRI ASL is available 24 hours a day with 40 languages available from 6 am to 8 pm daily and on weekends across all time zones. In addition to the above listed employment requirements:

- Provide meaning for meaning consecutive interpretation via web-based video.
- Spoken: Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English - or from English to another Target Language and from that Target Language to English - demonstrating strong communication skills in both languages.

### 3.1 Video Remote and Secure Video/Telephonic System Capabilities

HLS has cloud-based and redundant telecom platforms available to process incoming requests for services. Our call centers are dispersed nationwide. The typical platform is a traditional PBX utilizing industry-standard T1 circuit communications with more than sufficient trunk capacity to accommodate known and unforeseen customer volume call demands. The second platform is a cloud-based communications platform utilizing industry standard SIP and VoIP communication technology and has no physical trunk limitations for fast connection to telephonic or video-based interpreters. Both systems, independent of each other, can easily accommodate customer volume increases and requirements without any risk of running out of capacity.



This system is highly reliable with 99.9% operational availability over the past several years since inception.

Our system is 100% customizable to client specifications, and it can collect all customer call data information. Call data user metrics information is automatically collected by the applications in use to process incoming service requests (IVR, Live Agent, Telecom Platforms, answer and connect times, etc.) and written to a secure data storage environment, backed up at a government approved co-location site. Once in a database, this information is available and provided to clients in Call Detail Reports which are included automatically with their customer invoice.

- Connects to the requested interpreter or live Customer Service Representative within an average of 5 - 15 seconds.
- Connects to IVR within an average of 3 seconds.
- Successfully connects to the requested Interpreter within 15 seconds, on average, 24-7, weekends, holidays.
- Maintains service connection availability 24-7.

### 3.2 Video Remote Interpretation (VRI) Accessibility

Homeland Language Services offers Video-Remote Interpretation (VRI) supporting American Sign Language (ASL) and the 40 top foreign languages in real-time from any desktop, laptop, tablet, or handheld device. Our VRI service connects clients to a video interpreter in 30 seconds or less, on average without the need to preschedule. VRI ASL is available 24 hours a day with 40 languages available from 6 am to 8 pm daily and on weekends.

Costs - no fees, charges or costs when using the free app. Simply log in, enter your account code, and expect fast connect to a live ASL or language interpreter as pictured below. Or, use the app to access audio-only interpreters in over 200 languages without need to preschedule. You pay for the minutes you request and use. ASL interpreter joins your meeting from any desktop, laptop, tablet or handheld device, 24/7/365.



## Video Remote Interpretation - Implementation Procedures

Your dedicated account manager will provide instructions on how to download our free app to each of your desktop, laptop, tablet computers and handheld devices. Simply press the Homeland Language Services icon to request an interpreter

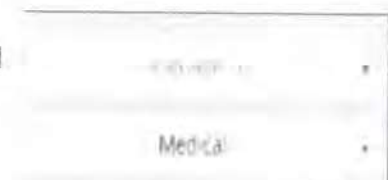
- Introduce yourself to the interpreter and give them any special instructions or key case file topics you must accomplish. Jot down their interpreter ID number. Otherwise, your interpreter is there to assist you so please begin your health care exam, hospital admittance, legal proceeding or other meeting.
- Be sure to use the many features and benefits such as chat box with interpreter; sharing link to call with anyone not using the app; Zoom, Teams, and other app integration; full screen mode, and many others.



1 Select audio (OPI) or video (VRI) interpreting services



2 Select the Language and type of interpreter requested

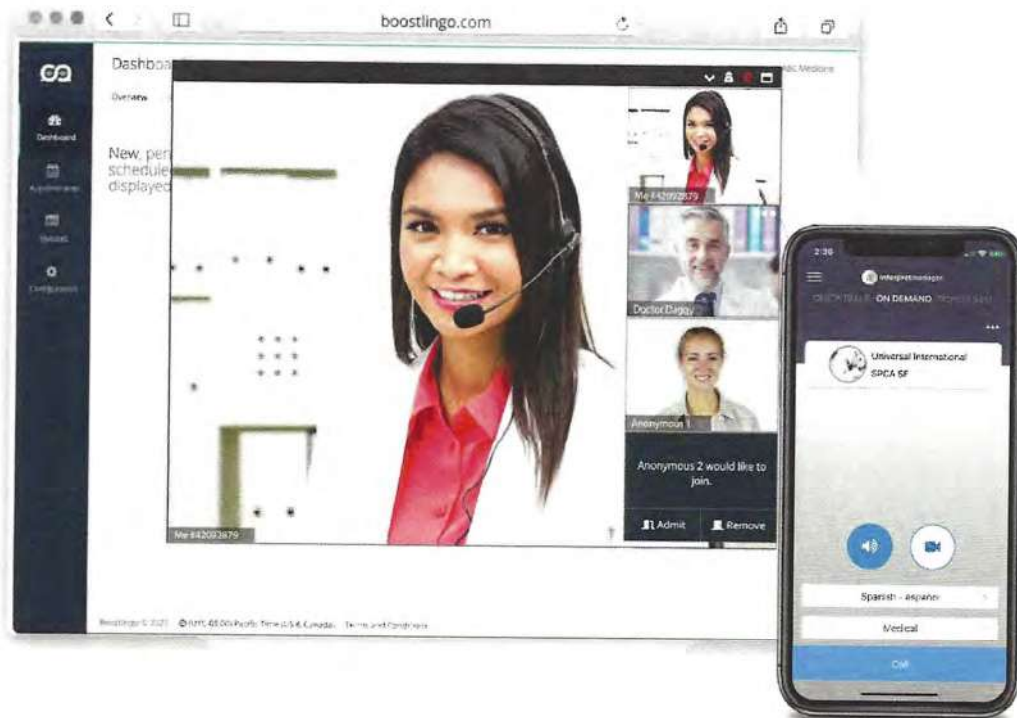
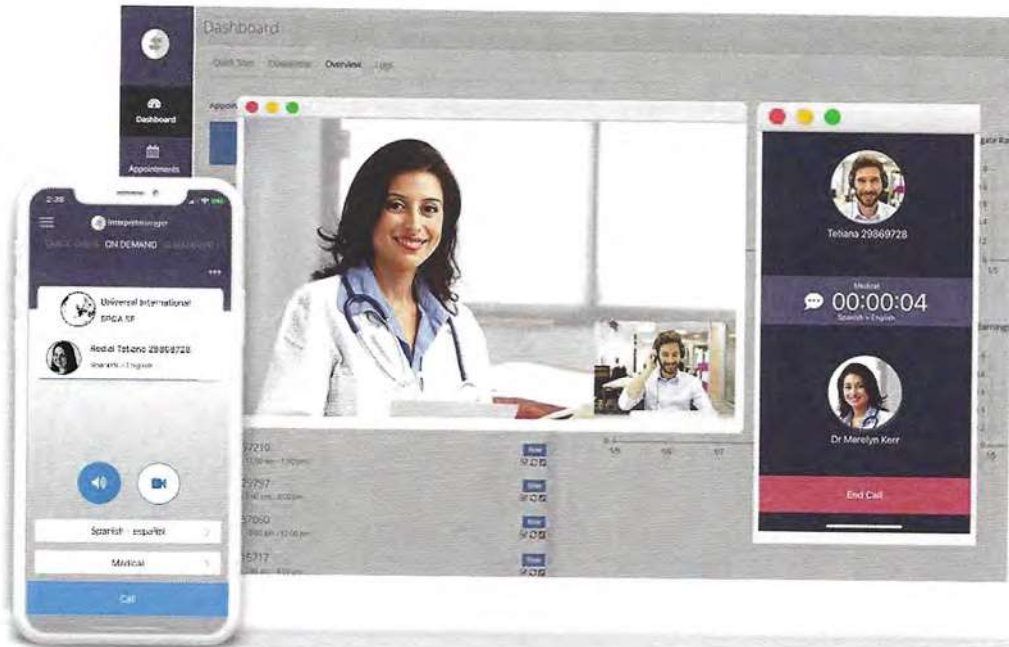


3 Finally, press Call and wait for an interpreter to join the line (2-3 seconds connect time)





## VRI Image appearance







Rate your Experience



Interpreter:  
Evelyn | ID: 11772086

Duration: 02:00

Call Details  
To: 1-800-777-5555  
From: 1-800-777-5555  
From: Houston, Medical  
Type: Video

Rating

Call Quality

Submit

## Clients' Review

it is important to highlight that at the end of every call you have the opportunity to rate your interpreter and connection quality. We want you to be highly satisfied with the service you received.

### 3.3 Automated Call Center Services Supporting 200+ Languages

HLS enables our customers to enjoy significant cost savings over other vendors. With enhanced government employee time savings in task performance in accessing Interpreter and Translator skilled resources whenever and wherever they choose-24 hours a day, 7 days a week. From the office, at home and remote office, fielded case-worker and nurse personnel, accessing interpreters in Zoom, Teams, and other web meetings applications, from any telephone, desktop or laptop computer, tablet computer or handheld device, under most scenarios. Our multimedia service layers allow customers to access interpreter and translator resources according to their workload, schedules, and needs. Industry analysts have reported that many customers prefer self-service accessibility to assisted services. By providing efficient access to consistent and accurate and easy-to-use telephonic interpretation, through IVR (interactive voice response) automated services, customers will be empowered to obtain services and assistance they need at a fraction of the cost of other vendor services or self-performed by the government. Enabling customers to obtain service without interacting with a live agent unless assistance is required.

### 3.4 Automated Voice Response (IVR) Telephonic Interpreter Services

Homeland Language Services provides a wide array of user-friendly voice response services, including IVR, voice/speech recognition to access the language you require. Your dedicated program manager, based upon your specific site needs, will design, and manage usable, easy-to-navigate voice response systems that empower callers to meet their information needs using self-service telephony applications available in over 200 languages. On a project-by-project basis, these integrated applications will share common features for effective training to all customer sites and staff. Our technical staff consistently develop and maintain automated voice solutions with few steps for ease of use and fastest-connect that provides premium technological service to our customers and provides timely updates to workforce management teams in the tracking, monitor and control of critical Answer and Connect Times, and other critical usage metrics.

### 3.5 Interactive Voice Response Service

HLS has designed and integrated hundreds of "tailored" call flows and IVR scripts for a variety of government call center interpreter support contracts; and smaller departments where individual employees require access to interpreters when immediately needed. Again, Homeland Language Services support ranges from "large nationwide government centers" that operate 24x7 and handle millions of interpreter minutes each month to "small government offices" that serve specific benefit programs that call in for interpreters as needed. To support these critical needs, our experienced technical team will ensure that greetings, language selection, and data collection, etc., are fully tested and, following customer approval, performed in a timely fashion on a 24x7 basis for each department or agency. Your Program Manager will be highly available by cell phone, email, telephone, and e-mail 24x7 will ensure that emergency notices are post-ed within two hours; and that other special request updates comply with our fast turnaround commitments.



### 3.6 Customer Support Plan

Customer Support Plan - Assigned to the customers	Interpreters
100% dedicated Customer Support Shift Supervisor via phone or email, 24/7/365 available to support account moves, adds, changes, and escalations with authority to quickly respond to keep connection times at SLA commitment.	Approx. 5500 telephonic interpreters will support the customers' critical languages and all other languages (200+), 24/7/365.
100% Dedicated Program Management - Joe Whittington will be assigned as your dedicated Senior Program Manager with the authority to maximize operational availability of services while meeting cost, technical performance, and tailored customer access needs. We will meet with the customers weekly or monthly in-person, via the web, or phone call.	Historical usage has been reviewed with no changes required to HLS support structure. This solicitation will require <2% of existing interpreter capability, therefore easy integration into Homeland Language Services' call handling platform.
100% dedicated Workforce Management Division Shift Supervisor - Will work with both customer support group and dedicated Senior Program Managers to track, monitor, and control all processes with immediate solutions/corrections performed.	Homeland Language Services' Workforce Management and Customer Support teams to review usage trends to immediately react to "known and unforeseen" surges with additional interpreters in-queue to drive connection times to contr

As a guarantee of success and because of this solicitation this account will be designated a key account with enhanced performance monitoring and tracking, management, and control of each performance area at the highest levels of visibility. HLS large/key accounts, without exception are in excellent standing with our customers regarding contract performance. Summary of our key account implementation guidelines provided below:

Account Overview:	Objectives:	Solutions:	Action Plan:	Change Management:	Implementation:	Continual Review:
Discuss/define all critical information about the client relevant to create an Account Plan.	Understand client needs and mission, how will success be measured.	Identify our strengths to support client needs. Prepare/perform these exacting measures.	Determine a course of action, staffing, facilities, manpower, etc., to achieve deliverables.	Continual analysis of key performance with senior customer feedback for continual improvement.	Performance plan accepted, assign owners and due dates of each critical function.	Regular review of performance both internally, customer senior team, and site end users to ensure deliverables on track.



### 3.7 Value to Our Customers

By using our high technology interpreter call centers and intelligent call routing products, we bring seamless delivery of best-in-class interpreter call center services to you. We alleviate traditional interpreter call center challenges associated with other vendors. Our customers realize dramatic cost savings resulting from ease of use, improved morale, lower government personnel turnover, and more efficient productivity of your staff simply by integrating HLS call center operations into your language support program.

### 3.8 Homeland Language Services Workforce Management

Deploying and correctly scheduling adequate numbers of interpreters at each site is crucial to the successful operation of any contract. HLS recognizes that wide fluctuations in interpreter workloads will occur and that staff resources will need to be continually reviewed and re-assigned for maximum effectiveness. Mondays at 9 am receive a huge surge of activity while Sundays at 2 am significantly less, etc. This volume is continually managed.

### 3.9 Emergency/Surge Alternate Call Routing and Redirection

Invisible to our customers, each provisioned toll-free number can have multiple dedicated and switched termination points to best reach our call centers during normal operations and supporting unexpected call volume. All calls are supported in an IP-based cloud environment with a high connection time availability of 99.9%, however many customers may reach us through regional long-distance carriers creating a need for multiple redundant paths to our interpreter centers. This approach enhances fastest connect to interpreters with the following.

- Failover
- Redundancy
- Security
- Flexibility
- Scalability

### 4.0 On-Site / Face to Face Interpretation - ASL and 150+ Languages

On-Site interpretation supporting American Sign Language (ASL) and approximately 150 different languages are highly available through HLS upon 48 hour notice throughout most major cities, counties and regions nationwide. CART services are also readily available. All HLS interpreters are nationally certified by the National Association of the Deaf (NAD) or the Registry of Interpreters for the Deaf (RID). Hiring qualifications and ongoing Quality Assurance monitoring include the following:



- Similar to telephonic interpreters addressed above, new hires must pass, maintain, and keep HR department up to date regarding approximately 12 hiring steps to include: criminal history; state RID registry website; background and employment checks, certifications and validations up to date/on file; HIPAA compliance sign off on file; NDA; other requirements vary by state and government contract.
  - Fluent in sign language with a wide range of knowledge, skills and abilities to effectively facilitate communication for a variety of consumers.
  - Ability to interpret voice to sign, sign to voice, oral transliteration, tactile, close vision, Deaf interpretation, or cued speech.
  - Ability to interpret in a variety of settings, including hospital, courts, correctional, legal proceedings, staff meetings, interviews, presentations, etc.
  - Familiarity with government, hospital and healthcare insurance terminology.
- Ability to voice interpret for Deaf consumers whose speech is not easily understood.
- Ability to deal with complicated concepts and idioms, as well as present abstract ideas.
- Faithful adherence to the RID/NAD Code of Professional Conduct.
- Knowledge of what is needed to prepare for each interpreting assignment, including knowledge of how to best set up the environment so that the consumer's needs for effective communication can best be met.
  - Ability to effectively assess the language needs and communication style of each Deaf consumer and adjust his/her interpretation style to meet those needs.
  - AA degree preferred or equivalent training required.
- Two years or more experience required.

## 4.1 On-Site Interpreter Scheduling Tool - Tracking, Monitor and Control of Hundreds of Simultaneous Appointments

HLS cloud-based Internet Interpreter Scheduling System (CBISS) was designed for use by 1.) medical and legal organizations to manage their in-house interpreter services; 2.) GSA, federal and state government's ability to access our database of approximately 5500 certified interpreters. Each administrator of interpreting services will have their own username / password and can enter, edit, and cancel interpreting assignments directly into a secure, HIPAA-compliant data-base, 24/7/365. Implementation, training and end-user demo provided at no charge as needed for each customer site.

Managers/Administrators are given complete end-to-end scheduling, accounting, auditing, and reporting authority. They can access information regarding interpreter location and availability. They can track all past, current and future appointments. They can add credentials, revoke, or restrict access to any user in the community and manage all financial and audit functions 24/7/365. Interpreters can access the Interpreter Scheduling System with their secure user-name / password to view, accept, or reject appointments and update profile contact information and availability.



HLS's CBISS provides a user friendly online scheduling system engineered to fulfill all your business needs. Secure, reliable and HIPAA compliant, our platform allows you and your requesters to create appointments anywhere in three simple steps. The agency, interpreters, and requesters can all monitor appointments. Compatible on all browsers, our platform is designed to be intuitive and provide a solution for desktops, tablets, and mobile devices while using minimum software requirements. HLS deeply values and respects our clients' time, therefore, our platform has been designed with key features to guarantee accessibility and timely delivery and schedule of on-site interpreters and translations.

Free of any charge our costumers can access our platform at any time and our Quality Assurance Team will train all account managers and administrators on its usage. In addition, our IT department is constantly monitoring our servers to guarantee full and expedite support and upgrades.

While implementing HLS's CBISS customers will find a wide range of advantages which will guarantee a major reduction when it comes to time, money and energy consumption: Costs saving - Without the middle man to take your appointment requests and wait for a response from the Interpreting company, you go straight to the source. As soon as you create your appointment on the system HLS gets an immediate notification and get to work to find an interpreter to cover your appointment needs. Our project manager will personally supervise the process in order to ensure that the most suitable interpreter is assigned to the appointment.

Time saving - Our platform automatically adds up all incomes and expenses, they can all be synchronized online.

Energy saving - Appointments are saved immediately and using any mobile device. No more long and tedious waiting processes or waiting lists. No need to move, call or email anybody to schedule an appointment. With our OPI and VRI services, you can easily access 800+ professional interpreters ready to communicate in over 80 languages.

Real time tracking - HLS's CBISS offers 24/7/365 tracking on both your appointment scheduling and the interpreters while they are on their way to their appointments.



## 4.2 Interpreter Certifications and Hiring Requirements

Approximately 15 full time personnel in our Interpreter Relations Group perform all actions from new-hire to secure access protocols for entering the Scheduling Secure interpreter platform. We assist and track, monitor and control all interpreter engagements each hour, week and month for detailed usage metric reporting and bi-weekly payment, or monthly customer invoicing. All HLS telephonic, VRI and on-site interpreters, whether full-time employee located in one of our five (5) contact centers; or part-time field contractor linguist specialist, each must successfully complete and maintain HLS hiring protocols and ongoing QA (quality assurance) performance monitoring. Hiring Documentation and Data (varies by Contract Authority in all cases).

- Criminal History/Background Checks
- Non-Disclosure Agreement (PHI, customer agency and nature of calls, cannot be discussed)
- HIPAA Compliance regarding PHI (patient healthcare information protections)
- Language Proficiency Assessment (LPA) to English business level terminology
- Employment History
- Successful completion of role play in practical interpreting test scenarios monitored by senior linguists.
- Certifications and Verifications on file (ATA, NCIHC, etc.)
- Fingerprinting, eQIP, eVerify, and other standards (varies by contract)

Depending on the state and labor category (medical, courts, etc.) HLS interpreters carry one or multiple linguistic, courts, or translation certifications required for that contract. In many cases, interpreters carry degrees and advanced degrees, as well as other industry certifications and background checks. 100% of our interpreters are certified, and many carry additional certifications in Government or hospital legal and medical expertise. Background investigations and Non-Disclosure Agreements (NDA) are in place with all staff and contractor staff to support a diverse range of customer needs. All interpreters must pass background verification through either e-Verify or Pre-Employ. We routinely, and randomly, test interpreters for language proficiency. Language proficiency tests are conducted every 6-12 months. Interpreter documentation is routinely provided to customers upon request at Status and Program Review meetings.

## 4.3 Interpreter Vetting Processes, Minimum Criteria and Qualifications

Stages of Onboarding Process and Training - Two to three years minimum interpretation or translation experience in a professional business, medical or legal environment.

- Language Proficiency test from an industry-certified testing authority.
- Medical certificates from ALTA, Language Stat, or other accreditable organization on file as required.
- Background check with ESS or a local police station.
- Testing may be a combination of telephonic timed proficiencies interview computer-based test.
- Bandwidth confirmation of fast and reliable ethernet connection to the provider. No WIFI allowed for interpreter service. 45 minutes interview with the candidate to include role-plays and personal exercises to assess basic language and interpreting skills.



### In-house training:

- 2 weeks for candidates without a background in interpretation.
- 1 week for applicants with more than 3-years of interpreting experience.

\*During training, our Quality Control team goes over the interpreter's work, skills, guidelines, protocol, vocabulary, interpreter's Code of Ethics, and HIPAA compliance.

Evaluation: Conducts on Protocol test and vocabulary assessment, final role-play, and Mock Test.

Company Orientation: Newcomers study Homeland Language Services policies, guidelines and sign a confidentiality agreement.

Technical and payment information: Technical team provides credentials and access to our platform, together with guidelines and recommendations how to use it effectively. Team lead provides new employees payroll and documentation.

Interpreters shall demonstrate English business-level communication skills, knowledge, and abilities with expertise in medical and legal terminology, and other business-level standard phrases and usage. Provide meaning for meaning consecutive interpretations via phone. Simultaneous interpretation is also available upon request.

- Demonstrated ability to interpret the meaning for meaning from English to Spanish and from Spanish to English,
- or from English to all other languages and from the target language to English –and demonstrate effective communication skills in both languages.
- Medical or legal-related experience preferred. We provide a training program to enhance interpretation skills.
- College-level or formal study in languages, translation, and interpretation a plus.
- Criminal history, background check, employment check, certifications on file, a non-disclosure agreement on file, HIPAA understanding, and sign-off on file. Other contracts may require fingerprinting, equip and eVerify, etc.
- Must possess a High School diploma or GED, with three years minimum experience in a professional interpreter environment.
- Fluent bi-lingual speaker or interpreter able to pass a standard English proficiency test.



Homeland Language Services – Services Proposal  
Region 4 Education Service Center  
Solicitation Number 21-06  
Interpretation and Translation Services and Related Solutions

## TAB 3

### Performance Capability

a. OMNIA Partners documents.

- Vendor Responses to pages 19 and 20, Sections b., c., and d.
- Vendor Responses to 3.0 SUPPLIER RESPONSE

REQUEST FOR PROPOSAL RFP 21-06  
Interpretation and Translation and Related Services

**SOLICITATION SECTION, Pages 19 – 20, Sections b) and c) - Vendor Responses.**

***Scope, Capabilities, and Capacity -***

Addressed in proposal - HLS possesses comprehensive operational capacity supporting all services, facilities, qualified staff, and interpreters to meet or exceed all Fill Rates, Language Tiers, Regions, and Goals listed. A crucial component of our technical approach is HLS' establishment and operation of five highly effective and easy-to-access interpreter contact centers with personnel immediately available to our customers. Of more importance, by using HLS our customer agencies can access specifically configured industry-recognized best-of-class services that deliver immediate availability to telephonic, video remote, on-site interpretation, and scheduling support. HLS is committed to delivering the highest levels of customer service.

***Mandatory Quality Measure –***

Proposal 3.2 and subsections - Approximately 17 full-time personnel in our Interpreter Relations Group perform all actions from new-hire testing and verifications credentialing protocols before entering the hiring processes. We assist and track, monitor, and control all interpreter engagements each hour, week, and month for detailed usage metric reporting and bi-weekly payment, or monthly customer invoicing. All HLS telephonic, VRI, and on-site interpreters, whether full-time employees located in one of our five (5) contact centers; or part-time field contractor linguist specialists, each must complete and maintain HLS hiring protocols and ongoing QA (quality assurance) performance monitoring. Hiring Documentation and Data (varies by Contract Authority in all cases). HLS presents an approach to managing the contract and incorporates many of the company's best practices in operating other-similar government contracts of similar language mix, volume, agency size, performance scope (cost and technical delivery), and complexity. Implementation of our approach will be overseen by HLS senior management and staff, led by a seasoned interpreter contact center and program management professionals who will ensure that each task has the linguist staff needed, tools, methodologies, compliance, security, and resources required to perform successfully. This will include, for example, customer adding sites, unforeseen surge volume ramp-up, staff recruitment, and training programs to fill time-critical interpreter or translator assignments, particularly those associated with emergency, contingencies, and fast-turnaround requests.

***Leadership Team, describe –***

Partnership, formed in 2005, in California. Three owners: • Founder - Ernesto Lanazca, Hispanic male, born in Peru. Fully bilingual. **Former career U.S. Army. Obtained SDVOSB, Service-Disabled Veteran-Owned Small Business certification in May 2021 from the U.S. Department of Veterans Affairs.** • Founder – Luis Lanazca, President, Hispanic male, born in Peru. Former interpreter and translator. Degree, advanced degree. • Founder – Christian Lanazca, COO, Hispanic male, born in Peru. Former interpreter and translator. Degree, advanced degree.



***ESC4 Support –***

ESC4 shall be designated a Large/Key Account receiving the highest levels of customer support, priority queue, and handling, Quality Assurance monitoring. Joe Whittington will be designated dedicated Program Manager with daily performance oversight and contact with the three HLS owners listed above, of all contract deliverables. Over the past 10 years, Joe Whittington has managed NASPO, CMAS, IPA, and state contracts in 40 states as Senior Director **for prior employers over 10 years**. Joe Whittington is committed to providing superior services to both ESC4 and OMNIA. Joe Whittington and support teams fully understand language demographics and needs nationwide.

***Customer satisfaction and retention –***

16 years' experience, client retention rate of 98%, supporting large GSA, federal and state contracts, both multi-building campus-wide government centers and small departments accessing services a few times per month with many long-standing and highly successful relationships.

***Ability to meet ESC4 solicitation requirements –***

Performing exact services for over a decade, VRI-ASL added three years ago. Ability to commence ALL SERVICES in 3 days after receipt of the order (3DARO). 16 years' experience, the client retention rate of 98%, supporting large GSA, federal and state contracts, both multi-building campus-wide government centers and small departments accessing services a few times per month with many long-standing and highly successful relationships.

***What distinguishes us from other firms –***

During the past 16 years, we have managed and operated 5 telephonic interpreter and on-site interpreter scheduling Call Centers with 24/7/365 operations. These have primarily been used by many of the largest LSPs (language services providers). Note: our competitors use our platforms, they are Rep, Reseller, and Agent partners. These LSPs support NASPO, CMAS, GSA, IPA, OMNIA, and many other major and high-volume contacts. HLS is now taking our service offerings directly to end-users such as ESC4. Past and current customers include 10 of the 15 largest hospital and healthcare systems, other healthcare, healthcare insurance, Federal Government, and statewide contracts with 30 out of 50 states.

***Languages supported –***

Over 200 languages supported telephonic interpretation by 5 large interpreter call centers, disbursed for failover and redundancy. ASL and 40 languages via VRI; approximately 90 languages on-site interpretation. Interpreter Scheduling support performed by both Customer and your dedicated Support Team. Approximately 70 full-time employees, approximately 5500 full and part-time employees; and 1099 certified interpreter personnel. No subcontracting will be required. All work is performed by HLS and certified interpreters.

***Awards/recognition –***

HLS does not apply for, lobby for, pay to play for, nor solicit the various industry awards. HLS possesses numerous customer commendations and supports letters in the performance of 24/7 interpreter call center support.

***Continual customer quality improvements –***

HLS data and usage metrics can be configured into over 100 differing report formats. By language, volume, time of day, pandemic, medical or refugee surges, for example. These data reports, typically requested by Governor staff and Department executives are used to justify increased funding, emergency support, grants, E911 and EMS, numerous other funding, or Operational language support requests.

***Customer and management team reviews –***

Dedicated Program Manager will be in weekly contact with ESC4, OMNIA and individual CO, COR, COTR, and site end-user managers regarding data reporting. Proposal describes a comprehensive plan with frequent customer contact to promote continual process and systemic improvements.

***Implementation/Training and Customer Support –***

HLS staff responsibilities and critical customer input meetings are addressed in multiple areas throughout the proposal. Based on our 16-year experience these meetings are designed to address, discuss, and promote efficiencies; and identify potential problems or difficulties. HLS can guarantee with a high level of confidence – all ESC4 and OMNIA interpreters and translators shall be thoroughly trained and QA monitored before integrated into our on-site, telephonic and video remote practices already in place. All functional HR and Interpreter Relations teams are in place and ready to assist the best linguists for that client.

***Standard implementation plan –***

Full proposal, multiple sections – a highly successful combination of dedicated Program Management support with listed implementation planning meetings, events, and milestones are expected to quickly train and transition all services from past contractor to HLS new services quickly and smoothly without downtime. Implementation teams will be standing by for demos, training assistance, and support materials as required, 24/7/365, at no charge. There are multiple quick steps regarding implementation with each end-user and site. Key steps are Needs Assessment for each department, and Customized Implementation Plan for each office to best capture their job goals and smoothly integrate them into their ESC4 employee processes.

***Recruitment and retention –***

Not specifically addressed in the proposal. HLS recruitment programs employ heavy usage of multiple job placement sites and language industry-specific sites specializing in senior interpreters and translators that meet our requirements. Three-year minimum experience in most cases for all interpreters: over-the-phone interpreters; video remote interpreters; and onsite interpreters. Only highly skilled candidates are accepted into our program. Each step of the process, from interviewing, screening, testing, and training, and background checks, ensures that we are only hiring individuals that are for that position. Demonstrated requisite experience and qualifications with experience and



abilities to support our client response time and performance. This promotes the high quality of interpretation, and it ensures our interpreters are the best candidates for the job and will be more likely to be satisfied with their work with growth for the length of their career. Our interpreters support five large HLS interpreter call centers. We possess a network of thousands of interpreters (5500) to always ensure our customers are supported with interpretation promptly and efficiently. HLS promotes continuing education and industry training for all our interpreters to ensure they remain qualified to serve our clientele but also remain satisfied, efficient, and capable of handling changing needs and requirements of their job. HLS senior interpreters serve as mentors to new employees. This promotes the highest levels of job satisfaction while mitigating turnover. Most of our calls are answered by employee interpreters' location in professional Call Centers HLS operates. The advantages of using call center-based employee interpreters are we can better Quality Monitor our interpreters, better schedule our interpreters, and immediately address pandemic, natural disaster, and other unforeseen surge conditions.

#### ***Training structure and approach for new hires –***

Proposal 3.2, 3.3 – For new hires, we ask the following requisites. • A minimum of 6 months of experience in OPI, VRI, or translation. • Language proficiency certificate from Alta, Language Stat, or other creditable organization. • Background check with ESS. Interview. • 45 min interview, including a short roleplay, exercise to assess basic language and interpreting skills. Technical requirements. • Modern PC with updated software. • Wired USB headset with noise cancellation. • Fast and reliable ethernet connection. • No wireless equipment. Candidates who comply with the prerequisites receive a 1-week in-house training, focusing on the campaign they will be onboarded for. • What are the guidelines and policies of our client? • HIPAA compliance. • Extensive roleplaying exercises with a focus on adherence to protocol. At the end of the training, each applicant must complete a written protocol evaluation and vocabulary assessment. If their performance is acceptable, they're fully onboarded into Homeland Language Services. Approximately 15 full-time personnel in our Interpreter Relations Group perform all actions from new hire to secure access protocols for entering the Scheduling Secure interpreter platform. We assist and track, monitor, and control all interpreter engagements each hour, week, and month for detailed usage metric reporting and bi-weekly payment, or monthly customer invoicing. All HLS telephonic, VRI, and on-site interpreters, whether full-time employees located in one of our five (5) contact centers; or part-time field contractor linguist specialists, each must complete and maintain HLS hiring protocols and ongoing QA (quality assurance) performance monitoring. Hiring Documentation and Data (varies by Contract Authority in all cases). • Criminal History/Background Checks • Non-Disclosure Agreement (PHI, customer agency, and nature of calls, cannot be discussed) • HIPAA Compliance regarding PHI (patient healthcare information protections) • Language Proficiency Assessment (LPA) to English business level terminology • Employment History • Successful completion of role plays in practical interpreting test scenarios monitored by senior linguists. • Certifications and Verifications on file (ATA, NCIHC, etc.) • Fingerprinting, eQIP, eVerify, and other standards (varies by contract).

#### ***Dedicated Account Teams (OPI, OSI, VRI, T&L)***

Dedicated account PM Joe Whittington will immediately support your Cost, Technical Performance, and Services Delivery of contract deliverables to meet your daily needs and reply to requests. He is available to support all customer support needs. Your PM will arrange Program and Cost Review Meetings, working groups, and Monthly, Quarterly, or Yearly Meetings to monitor performance and control variances or difficulties. Customer Service Group - a dedicated group of customer service

representatives shall be highly available to ensure that usage-related questions and issues are answered promptly. This will include moves, adds, changes to your User Profile and Services Access Plan, escalations, billing, and invoicing, etc. Additionally, Senior Management of all functional groups will be actively involved when needed to ensure timely completion of all operational performance by each department (OSI, OPI, and VRI-ASL). Please refer to customer interface meetings described in Proposal.

***Employee engagement strategies (from HR Handbook) –***

At HLS we believe in an Employee Oriented Culture, reason why we've taken the time to design a tailored Engagement Strategy, what is included in a simple formula: a. Defined goal, clear expectations, constant feedback between supervisor & employee b. Provide to the employee the necessary tool to help them achieve their goals c. Establish Key metrics & Measurement, (under realistic, achievable, expectations) d. Application of a Dynamic Employee Engagement Survey e. A clear and Direct communication channel across departments Interpreters are evaluated twice a month by one of our Quality Specialists. Each interpreter is evaluated in the following areas:

- Accuracy
  - o All information is interpreted accurately and completely without additions or changes in meaning and the interpreter demonstrates familiarity with industry-specific terminology used.
  - o Speaks clearly and uses a warm and friendly tone of voice when speaking on his/her behalf.
  - o Uses the first person ("I") form as the standard when interpreting (the first person should be always used).
- Role boundaries.
  - o The interpreter does not speak on behalf of either party, does not answer questions that should be answered by the other party, does not give advice or opinions, and does not bring his/her personal experience or expertise (unrelated to the task of interpreting) into the conversation. Maintains neutrality/impartiality.
  - o When confusion or misunderstandings occur the interpreter remains uninvolved and simply interprets what is said. The interpreter does not adopt the role of a moderator or mediator.
  - o Acknowledges when there is conflict or tension between the customer and the LEP and allows them to resolve problems on their own. The interpreter does not take sides in the conflict.
- Professional Behavior.
  - o Intervenes timely, appropriately, and politely, always adhering to protocol and treating all parties respectfully.
  - o If 3rd party call is placed, the interpreter requests all pertinent information.
  - o Makes closing remarks appropriate to each party. We always suggest that the interpreter asks, "Is there anything else I can help you with?" to the client before issuing his/her closing.
  - o Interprets from an environment that is both private and free of background noise and distractions. The interpreter's connection quality is good and undivided attention is given to the task of interpreting, demonstrating active listening, and keeping pace with the conversation.
  - o If placed on hold, the interpreter observes the hold policy and politely avoids becoming engaged in side-conversation with the LEP. A QA evaluation form is filled with the details. Interpreters with areas of opportunity in any of these parameters are given feedback and coaching to improve their quality of service. Improvements are expected to be noticeable in their next evaluation. In case no improvement is shown, the escalation of disciplinary measures is a verbal warning in case of incidence, then a written warning, then a second written warning, then temporary suspension (the duration of which is left to the Quality Assurance Department's discretion), and finally termination.

***Interpreter skills vetted before hiring –***

or the onboarding of medical interpreters, one of the requisites we ask for is a medical certification from an accreditable organization, such as Alta or Language Stat. We interview with the applicant that includes a medical roleplaying exercise where they must demonstrate competence in interpretation skills and knowledge. Candidates who comply with the prerequisites receive a 1-week in-house training,



tailored to the specific guidelines provided by the client. This includes HIPAA compliance and extensive roleplaying exercises of increasing complexity with a focus on adherence to protocol and vocabulary. At the end of the training, each applicant must complete a written protocol evaluation and vocabulary assessment. If their performance is acceptable, they're fully onboarded into Homeland Language Services.

***Ongoing interpreter development and training –***

HLS continually monitors developments within the industry. Whenever there are updates in the standards of practice and protocols, we make sure our interpreters are up to date with the latest information. Such was the case last year when the COVID-19 pandemic started and overcoming language barriers was more important than ever for people all over the world. Interpreters were challenged with learning new terminology and processes in order to service an increasing number of calls, so we made sure our interpreters had the information they needed to provide service for everyone. In addition, interpreters in our team are evaluated at least twice per month and given feedback about their areas of opportunity by our Quality Assurance department. The results of these monthly evaluations are reviewed to determine if further training is needed. In case it's found that areas of opportunity need to be coached team-wide, then training is prepared and provided to the entire team.

***Professional expectations for interpreters (from HR Handbook)–***

From HR handbook: 1. ACCURACY AND COMPLETENESS - Interpreters shall render a complete and accurate interpretation or sight translation, without altering, omitting, or adding anything to what is stated or written, and without explanation. 2. REPRESENTATION OF QUALIFICATIONS - Interpreters shall accurately and completely represent their certification, training, and pertinent experience. 3. IMPARTIALITY AND AVOIDANCE OF CONFLICT OF INTEREST - Interpreters shall be impartial and shall refrain from conduct that may give an appearance of bias. Interpreters shall disclose any real or perceived conflict of interest. 4. PROFESSIONAL DEMEANOR - Interpreters shall conduct themselves in a manner consistent with the dignity of the court and shall be as unobtrusive as possible. 5. CONFIDENTIALITY - Interpreters shall protect the confidentiality of all privileged and other confidential information. 6. SCOPE OF PRACTICE - Interpreters shall limit themselves to interpreting or translating, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting or engage in any other activities which may be construed to constitute a service other than interpreting or translating while serving as an interpreter. 7. ASSESSING AND REPORTING IMPEDIMENTS TO PERFORMANCE - Interpreters shall always assess their ability to deliver their services. When interpreters have any reservation about their ability to satisfy an assignment competently, they shall immediately convey that reservation to the appropriate judicial authority. 8. DUTY TO REPORT ETHICAL VIOLATIONS - Interpreters shall report to the proper judicial authority any effort to impede their compliance with any law, any provision of this code, or any other official policy governing court interpreting and legal translation. 9. PROFESSIONAL DEVELOPMENT - Interpreters shall continually improve their skills and knowledge and advance the profession through activities such as professional training and education, and interaction with colleagues and specialists in related fields. Performance expectation is closely aligned with our Quality Assurance (QA) program for monitoring interpreter performance. Expectations are rigorous and very thorough. QA monitoring goals always offer the highest quality of interpretation, and therefore, interpreter monitoring is an essential component of our business. Quality Assurance is responsible for overseeing all interpreter monitoring efforts. Observation protocols are based on accepted industry interpretation standards, the interpreter code

of conduct, and customer feedback. Quality assurance specialists must have a mix of field experience and supervisory experience in telephonic, video remote, or on-site interpretation. They are responsible for carefully observing interpreters as they work. During every monitoring session held several times per month a Quality Assurance supervisor will listen to several live calls to objectively evaluate the skills of the interpreter and ensure consistency and fairness. Quality Assurance notes all results and specific performance details on the monitoring form. Key areas include job performance: Open the call appropriately, professional greeting, the interpreter will introduce herself or himself to both parties on the line, follows client's instructions. Uses polite forms of expression. Appropriate tone, patience, and helpfulness. The interpreter is poised, patient, helpful, and respectful toward all parties on the line.

#### ***QA measures in place –***

All interpreters are evaluated twice a month by one of our Quality Specialists. Each interpreter is evaluated in the following areas:

- Accuracy
  - o All information is interpreted accurately and completely without additions or changes in meaning and the interpreter demonstrates familiarity with industry-specific terminology used.
  - o Speaks clearly and uses a warm and friendly tone of voice when speaking on his/her behalf.
  - o Uses the first person ("I") form as the standard when interpreting (the first person should be always used).
- Role boundaries.
  - o The interpreter does not speak on behalf of either party, does not answer questions that should be answered by the other party, does not give advice or opinions, and does not bring his/her personal experience or expertise (unrelated to the task of interpreting) into the conversation. Maintains neutrality/impartiality.
  - o When confusion or misunderstandings occur the interpreter remains uninvolved and simply interprets what is said. The interpreter does not adopt the role of a moderator or mediator.
  - o Acknowledges when there is conflict or tension between the customer and the LEP and allows them to resolve problems on their own. The interpreter does not take sides in the conflict.
- Professional Behavior.
  - o Intervenes timely, appropriately, and politely, always adhering to protocol and treating all parties respectfully.
  - o If 3rd party call is placed, the interpreter requests all pertinent information.
  - o Makes closing remarks appropriate to each party. We always suggest that the interpreter asks, "Is there anything else I can help you with?" to the client before issuing his/her closing.
  - o Interprets from an environment that is both private and free of background noise and distractions. The interpreter's connection quality is good and undivided attention is given to the task of interpreting, demonstrating active listening, and keeping pace with the conversation.
  - o If placed on hold, the interpreter observes the hold policy and politely avoids becoming engaged in side-conversation with the LEP.

#### ***Interpreter complaint process –***

When a client concern report is received, a Quality Assurance specialist will address the details of the report with the interpreter. The interpreter will be asked for his recollection and impression of the call-in question, and the documented concerns will be reviewed with the interpreter. The Quality Assurance specialist will give feedback and coaching based on the details presented in the report. Our corrective actions and final resolution for the report will be shared within 24 hours with the client.

HLS understands there will be commendations for excellent performance. There are also interpreter failures, problems, and difficulties that trigger immediate review and corrective action. We are happy to receive any feedback from customers at [QAteam@homelandls.com](mailto:QAteam@homelandls.com) or provided it directly to your dedicated PM. Alternatively, if you would like interpreters to direct customers to your customer service department, we'd be happy to do so.



***Incorporating customer site feedback into QA processes –***

Proposal 1.1 Customer User Profile, 2.6 Customer Support Plan, 6.5 Customer Management Plan, 6.6 Program Management Plan, 6.9 Scheduling tool, and 6.10 Quality Improvement Plan. In addition to daily contact with your dedicated PM, HLS promotes a series of weekly, monthly, and quarterly meetings described above. These meetings address a wide range of usage metrics and performance reviews; through staff, user preferences provided to use as systemic improvements. Examples include.

- Interpreters' evaluations are analyzed monthly. The results contribute to the planning and scheduling of specific training sessions if needed.
- Workshops are hosted by Quality Assurance specialists every other Friday. Interpreters are welcome to participate and ask questions about challenging situations they may have found themselves in (of course the principle of confidentiality must be upheld). Questions are resolved based on the code of ethics and the client's guidelines. If the interpreters share feedback for any of Homeland's processes, it is directed anonymously to the corresponding department.

***HIPAA training –***

During training, all interpreters receive information regarding HIPAA compliance, which includes:

- What is HIPAA.
- Why cybercriminals want health information.
- The interpreter's responsibilities under the HIPAA law.
- How the interpreter can protect personal health information.

***Dun and Bradstreet –***

#080203265

***Customer Support Department-***

HLS's customer services department is accessible by phone call, email, and IM for some large key accounts. Hours are from 7am to 6pm business days across all time zones. Typical questions include accounts or codes moves, adds and changes; billing issues, technical questions, training questions, demo requests and basic product information. Customers may also request at anytime, at not charge, quick reference guides and other training and enduser materials. Call that include interpreter scheduling or needed changes and sent directly to HLS scheduling team for action.

***Past litigation, bankruptcy, reorganizations over the past five years –***

HLS has zero history of any of the above events. HLS is extremely financially sound with continually growth each year and internal investments.

REQUEST FOR PROPOSAL RFP 21-06  
Interpretation and Translation and Related Services

**SOLICITATION SECTION 3.0 Mandatory Response Sections**

**3.1 Company**

A. Brief history and description of Supplier to include experience providing similar products and services.

Response: Homeland Language Services (HLS) is a leading provider of interpretation and translation services in support of our federal, state, hospital, and healthcare clientele. A crucial component of this service is HLS establishment and operation of highly effective and easy to access interpreter contact centers with personnel immediately available to our customers. Of more importance, by using HLS our customer agencies can access specifically designed industry-recognized best-of-class services that deliver immediate availability to telephonic, video remote and on-site interpretation and scheduling support. HLS is committed to delivering the highest levels of customer service; uses state-of-the-art, scalable, and secure voice/data/video contact center facilities and technology; offers the rapid response capability, capacity, and experience needed to operate language support contact centers in routine business and emergency or crises; and know how to control costs effectively with scalability to meet unforeseen surges.

This proposal demonstrates why HLS is highly qualified to serve as your contract holder. It summarizes our understanding of what the solicitation is seeking, along with a brief statement about what HLS offers OMNIA customers. With more than 16 years of experience operating high-volume interpreter and document translation call centers, with HIPAA, industry and federal regulatory compliant case management systems designed specifically for Federal and State government support, that far exceeds the performance capabilities of our competitors.

B. Total number and location of salespersons employed by Supplier.

Response: HLS possesses highly trained sales and technical support personnel selling all language support services. A crucial component of our sales approach is HLS' establishment and operation of five highly effective and easy-to-access interpreter contact centers with personnel immediately available to our customers. Of more importance our sales approach, by using HLS our customer agencies can access specifically configured industry-recognized services that deliver immediate availability to telephonic, video remote, on-site interpretation, and scheduling support. HLS Sales Department is committed to delivering the highest levels of customer service and product education. Approximately 15 full-time personnel in our Sales and Business Development Department perform all actions from customer outreach, webinars, education and sales functions. These personnel are geographically dispersed and in close proximity to our major clients. They will be trained to roll-over old customers to Omnia contract rates while performing outreach to new.

C. Number and location of support centers (if applicable) and location of corporate office.



Response: Corporate headquarters and major interpreter call centers are located on both coasts in Oxnard, CA and Palm Beach, Florida in close proximity to major clientele. Both sites contain all functional departments, fully staffed with approximately 300 call center seats each, telephonic and video remote interpreters. Small call center sites are located in Phoenix, Houston, and New York City.

D. Annual sales for the three previous fiscal years.

a. Submit FEIN and Dunn & Bradstreet report.

2020 and 2021 Financial Statements attached. 2019 is unaudited/not in short summary format. D&B provided above.

E. Describe any green or environmental initiatives or policies.

Response: Over the past 16 years of operations HLS has successfully participated in numerous greening the supply chain kilowatt use, waste and other water reduction program. The largest was the U.S. EPA business pilot-program program where numerous enhancements were made to our facilities and significant consumption and cost savings were achieved.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Response: Diversity and Inclusion Policy - HLS supports the leading corporate and United Nations Standards for LGBTI throughout our organization to include best-practice guidelines, policies and practices for LGBTI employees, hiring, personal growth and inclusive workplaces. These guidelines outline five Standards of Conduct to support the business community in tackling discrimination against lesbian, gay, bi, trans and intersex (LGBTI) people. In HLS we encourage our employee community to work in a friendly environment with respect. HLS is an equal opportunity employer who does not discriminate or permit discrimination against, or provide special treatment for, any person or group of persons on the grounds of race, color, religion, sex, age, ethnicity, gender identity or expression, national origin, sexual orientation, marital status, familial status, physical disability, or any other category protected by law, particularly those related to EEO (Equal Employment Opportunity)

HLS understands the importance of cultural diversity. Therefore, we embrace different cultures to provide a global standpoint and connect all communities through language. These guidelines, initiatives and goals have been fully integrated into HLS interpreter relations, human resources and other internal work processes, procedures within each operational group of the company. New contracts such as CareOregon will include all themes and goals of our highly successful diversity and inclusion programs

Homeland Language Services has the mission of making its employees and customers feel like family, equal to all, where every challenge will be addressed with the same respect and care. With a strong commitment towards inclusion and diversity we represent our clients perspectives.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

Yes  No

If yes, list certifying agency: \_\_\_\_\_

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Yes  No

17, 2021

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If yes, list certifying agency: \_\_\_\_\_

c. Historically Underutilized Business (HUB)

Yes  No

If yes, list certifying agency: \_\_\_\_\_

d. Historically Underutilized Business Zone Enterprise (HUBZone)

Yes  No

If yes, list certifying agency: \_\_\_\_\_

e. Other recognized diversity certificate holder

Yes  No

Response:

Minority Woman Business Enterprise – NO

Disadvantaged Business Enterprise – YES (Self Certified/Hispanic Owned)

Historically Underutilized Business – NO

Other:

**Service Disabled Veteran Owned Small Business (SDVOSB) – YES (certification letter included) California Small Business Certified – YES (Numbers 338656 and SC28558)**

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Response: All services performance will be performed by HLS without subcontracting.

I. Describe how supplier differentiates itself from its competitors.

Response: With the exception of a couple larger language services providers (LSPs) HLS is one of the largest by operating five interpreter call centers with HLS Quality Assurance performed to exacting details. This key service benefit allows us to address known and unforeseen volume changes, by immediately adding interpreter agents driving connection times



to SLA levels. We are the industry leader in responding to surges caused by pandemics, civil unrest, fires, flooding and military mobilizations to and from CONUS.

- J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.
- K. Felony Conviction Notice: Indicate if the supplier
- a. is a publicly held corporation and this reporting requirement is not applicable;
  - b. is not owned or operated by anyone who has been convicted of a felony; or
  - c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.
- L. Describe any debarment or suspension actions taken against supplier

Responses J, K and L. For the past 16 years zero history of litigation, bankruptcy, or reorganization.  
HLS is a Partnership.  
HLS is not owned or operated by anyone who has been convicted of a felony.  
HLS has never had a contract terminated for cause, any debarment of any kind, no suspension of any kind.

### 3.2 Distribution, Logistics

- A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Response: See services proposal. Summary (All requested Services will be performed):

1. Telephonic interpretation supporting 200+ languages.
2. Video Remote interpretation supporting ASL and 40 most common languages.
3. On-site interpretation supporting ASL and 150 languages.
4. Translation and Transcription services.
5. CART services supporting both on site and vendor facility completion.

- B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Response: HLS sales teams will immediately contact state, city, county and all political subdivisions contracting officers and endusers to inform them of OMNIA services, rates, benefits and immediate availability. Sales team will inform existing customer base of OMNIA benefits to facilitate follow on contract migrate to OMNIA pricing. All 50 states and U.S. territories will be supported, with exception of New Jersey upon complete of business registration. All OMNIA and state Vendor Conferences will be attended with a physical booth, services demonstrations, and handouts. Priority will be PO instructions to quickly sign up endusers with signature authority for immediate implementation and use. Continuous outreach/education will be performed by sales staff. HLS expects accepting on average 10 signed PO's per week after major state vendor and Emergency Services conferences.

- C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

Response: Consistent and approved sales collateral will be used for all sales whether direct, phone sales, email or website sign up. Recommendations and advice regarding all sales outreach and positioning will be requested from OMNIA marketing and branding/website logo personnel to ensure greatest impact and takeaway or win-back from other contract vehicles such as NASPO, CMAS, buyboard.

- D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Response to D and E: None, N/A.

### 3.3 Marketing and Sales

- A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:
- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days
  - ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Response: Also addressed under 3.2 B, above. Go to market based upon: advice and recommendations for OMNIA marketing; and using our comprehensive database of contracting officers and services endusers throughout all states for immediate contact and their vendor conferences to meet additional endusers. Summary of 10 day and 90 day Marketing Plan.

- Co-branded with OMNIA press release with services summary/logo's immediately released to all State endusers in database; state periodicals; and industry sites
- Announcement of award through state buyer internets; LinkedIn; Twitter; Facebook; Slators; Common Sense Advisory; and others
- Direct mail campaign, direct email campaign, direct telephone sales campaign
- Co-branded rate table and flyer highlighting offered rates and key company differentiators
- Participation in OMNIA, ESC4 and others; major trade shows and conferences. HLS to enroll at Gold level for increased booth size and presence, visibility, presentations, increased floor traffic.

- Dedicated HLS/ESC4/OMNIA internet web based homepage; full services, features and benefits; Sign Up Page with immediate contact for HLS implementation
- Maximum use of ESC4 and Omnia logo on website and sales collateral, hotkey links to each other for forms and contact information
- Line Cards / Capability Statements with Omnia offerings
- Contracts, Sales, Marketing Materials and other due diligence documentation readily available for buyers when needed
- Internal training – announcement within HLS with training and key collateral to national sales force. OMNIA to be primary sales tool selling into states and conversion of legacy accounts

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

Response: Addressed 3.3, A above.

C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Response: HLS currently supports over 3,000 customers with over 5,000 active account codes. Upon contract end; and upon new proposal responses, HLS shall offer features, benefits, costs and full services performance information to existing client base to utilize low cost savings.  
HLS does not have NASPO, IPA, CMAS, BuyBoard or other cooperative purchasing contracts. OMNIA/ESC4 will be our primary outreach and selling tool for the State Government sector.

D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Response: HLS agrees. HLS will work closely with OMNIA marketing, guidance, direction.

E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

Response: Proactive, in full compliance.



F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

Response: Proactive, in full compliance.

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

- i. Executive Support: Ernesto Lanazca, COO, (805) 666-9124, elanazca@homelandls.com
  - ii. Marketing: Joe Whittington, Director Sales & Marketing, 602-877-5537, jwhittington@homelandls.com
  - iii. Sales: Joe Whittington, Director Sales & Marketing, 602-877-5537, jwhittington@homelandls.com
  - iv. Sales Support: Joe Whittington, Director Sales, 602-877-5537, jwhittington@homelandls.com
  - v. Financial Reporting; Luis Lanazca, President, (805) 218-8546, llanazca@homelandls.com
  - vi. Accounts Payable: Luis Lanazca, President, (805) 218-8546, llanazca@homelandls.com
  - vii. Contracts: Christian Lanazca, COO, (805) 218-7995, clanazca@homelandls.com
- Note: Sales Team of 15 nationwide representatives dedicated to federal and state government sales.

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Response: Sales department is a line organization of 15 dispersed representatives reporting to the Director of Sales, identified above, and COO with weekly and monthly reporting regarding outreach, bookings, implementations, account growth, and retainment. 15 representatives are responsible for large states or geographic regions. OMNIA outreach and bookings Tracking shall begin immediately upon contract award.

I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

Response: Also mentioned above. Recommendations and advice regarding best sales practices and outreach will be requested from OMNIA personnel. HLS Director level personnel and sales representatives shall be in frequent contact regarding the full sales cycle with OMNIA personnel to obtain lessons learned, and best OMNIA sales practices.

I. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

Response: The OMNIA as a "Key Account" roll out plan has been approved by senior management for immediate implementation. Addressed above, Senior Management will perform tracking, monitor and control of corporate education and sales processes to ensure all HLS sales and marketing personnel are promoting OMNIA and optimizing efforts using

consistent, branded and approved materials. HLS representatives will report weekly various sales and outreach metrics and financials.

- J. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Response: 2020 Sales: \$5.5M. Large accounts and total sales is not released to sources that will distribute publicly. NOTE: HLS is a 16 year old interpreter call center company and services provider. Our business model has been primarily supporting resellers of various types. Many of our largest accounts are LSPs (language service providers) with stringent NDA and Service Agreement terms in place regarding non-release.

- K. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Response: HLS's secure voice/data/video management capability is unlimited in capacity across all accounting and services deployment areas from a high ranking ERP software provider. Order and interpretation and translation task management software is integrated with accounting, five regionally dispersed interpreter call centers, fulfillment, POS, supplier management and CRM systems. Customer usage data can be displayed in over 100 styles of report formats; invoices can be easily programmed by customer to reflect up to 14 types of usage and price information. With the powerful workflow automation feature customers can access data at any time for customization, improving order processing and cost benefits and efficiencies by 70% and reduces human error by 95%.

- L. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

\$900,000.00 in year one  
\$1,800,000.00 in year two  
\$4,200,000.00 in year three

- M. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

Response: HLS is in full agreement with these strategies and will consult with OMNIA marketing for advice and quoting recommendations for non OMNIA solicitations.

**Exhibit F**  
**Federal Funds Certifications**

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**FEDERAL CERTIFICATIONS**  
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

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**TO WHOM IT MAY CONCERN:**

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

**DEFINITIONS**

**Contract** means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

**Contractor** means an entity that receives a contract as defined in Contract.

**Cooperative agreement** means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302-6305:

- (a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;
- (b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.
- (c) The term does not include:
  - (1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
  - (2) An agreement that provides only:
    - (i) Direct United States Government cash assistance to an individual;
    - (ii) A subsidy;
    - (iii) A loan;
    - (iv) A loan guarantee; or
    - (v) Insurance.

**Federal awarding agency** means the Federal agency that provides a Federal award directly to a non-Federal entity

**Federal award** has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

- (a)(1) The Federal financial assistance that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or
- (2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.
- (b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.
- (c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).
- (d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

**Non-Federal entity** means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

**Nonprofit organization** means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

- (a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
- (b) Is not organized primarily for profit; and
- (c) Uses net proceeds to maintain, improve, or expand the operations of the organization.





Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES         TW         Initials of Authorized Representative of offeror

**(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148).** When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES         TW         Initials of Authorized Representative of offeror

**(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708).** Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES         TW         Initials of Authorized Representative of offeror

**(F) Rights to Inventions Made Under a Contract or Agreement.** If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES         TW         Initials of Authorized Representative of offeror

**(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—**Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency



**(EPA)**

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES     TW     Initials of Authorized Representative of offeror

**(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.**

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES     TW     Initials of Authorized Representative of offeror

**(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.**

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES     TW     Initials of Authorized Representative of offeror

**RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS**

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES     TW     Initials of Authorized Representative of offeror

**CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT**

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that





## FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

"Contract" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

### **Conflicts of Interest**

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

### **Contractor Integrity**

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended as described in Chapter III, ¶ 6.d must be rejected and cannot receive contract awards at any level.

### **Public Policy**

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

- a. Equal opportunity and nondiscrimination laws
- b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
- c. Applicable prevailing wage laws, regulations, and executive orders

### **Affirmative Steps**

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;

4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

#### **Prevailing Wage Requirements**

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

#### **Federal Requirements**

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

#### **2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses**

##### **1. Termination for Convenience:**

The right to terminate this Contract for the convenience of the Participating Public Agency is retained by the Participating Public Agency. In the event of a termination for convenience by the Participating Public Agency, the Participating Public Agency shall, at least ten (10) calendar days in advance, deliver written notice of the termination for convenience to Contractor. Upon Contractor's receipt of such written notice, Contractor immediately shall cease the performance of the Work and shall take reasonable and appropriate action to secure and protect the Work then in place. Contractor shall then be paid by the Participating Public Agency, in accordance with the terms and provisions of the Contract Documents, an amount not to exceed the actual labor costs incurred, the actual cost of all materials installed and the actual cost of all materials stored at the project site or away from the project site, as approved in writing by the Participating Public Agency but not yet paid for and which cannot be returned, and actual, reasonable and documented demobilization costs, if any, paid by Contractor and approved by the Participating Public Agency in connection with the Scope of Work in place which is completed as of the date of termination by the Participating Public Agency and that is in conformance with the Contract Documents, less all amounts previously paid for the Work. No amount ever shall be owed or paid to Contractor for lost or anticipated profits on any part of the Scope of Work not performed or for consequential damages of any kind.

##### **2. Equal Employment Opportunity:**

The Participating Public Agency highly encourages Contractors to implement Affirmative Action practices in their employment programs. This means Contractor should not discriminate against any employee or applicant for employment because of race, color, religion, sex, pregnancy, sexual orientation, political belief or affiliation, age, disability or genetic information.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.



(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: *Provided*, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

3. "During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive

considerations for employment without regard to race, color, religion, sex, or national origin.

- (3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions as may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, That in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency the contractor may request the United States to enter into such litigation to protect the interests of the United States."

4. Davis Bacon Act and Copeland Anti-Kickback Act.

- a. Applicability of Davis-Bacon Act. The Davis-Bacon Act only applies to the emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program. **It does not apply to other FEMA grant and cooperative agreement programs, including the Public Assistance Program.**
- b. All prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction)). See 2 C.F.R. Part 200, Appendix II, ¶ D.

- c. In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.
- d. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
- e. In contracts subject to the Davis-Bacon Act, the contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.
- f. The regulation at 29 C.F.R. § 5.5(a) does provide the required contract clause that applies to compliance with both the Davis-Bacon and Copeland Acts. However, as discussed in the previous subsection, the Davis-Bacon Act does not apply to Public Assistance recipients and subrecipients. **In situations where the Davis-Bacon Act does not apply, neither does the Copeland "Anti-Kickback Act."** However, for purposes of grant programs where both clauses do apply, FEMA requires the following contract clause:

"Compliance with the Copeland "Anti-Kickback" Act.

- (1) Contractor. The contractor shall comply with 18 U.S.C. § 874, 40U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- (2) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as the FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses
- (3) Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12."

5. Contract Work Hours and SafetyStandards Act.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Where applicable (see 40 U.S.C. § 3701), all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II, ¶ E.
- c. Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the workweek.



- d. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.
- e. The regulation at 29 C.F.R. § 5.5(b) provides the required contract clause concerning compliance with the Contract Work Hours and Safety Standards Act:

<sup>1</sup>Compliance with the Contract Work Hours and Safety Standards Act.

- (1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- (2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.
- (3) Withholding for unpaid wages and liquidated damages. The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.
- (4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section."

6. Rights to Inventions Made Under a Contract or Agreement.

- a. Stafford Act Disaster Grants. This requirement **does not apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program,** as

FEMA awards under these programs do not meet the definition of "funding agreement."

- b. If the FEMA award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II, ¶ F.
  - c. The regulation at 37 C.F.R. § 401.2(a) currently defines "funding agreement" as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.
7. Clean Air Act and the Federal Water Pollution Control Act. Contracts of amounts in excess of \$150,000 must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II, ¶ G.
- a. The following provides a sample contract clause concerning compliance for contracts of amounts in excess of \$150,000:

"Clean Air Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA."

## 8. Debarment and Suspension.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Non-federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non procurement Debarment and Suspension).
- c. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II, ¶ H; and *Procurement Guidance for Recipients and Subrecipients Under 2 C.F.R. Part 200 (Uniform Rules): Supplement to the Public Assistance Procurement Disaster Assistance Team (PDAT) Field Manual* Chapter IV, ¶ 6.d, and Appendix C, ¶ 2 [hereinafter *PDAT Supplement*]. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at [www.sam.gov](http://www.sam.gov). See 2 C.F.R. § 180.530; *PDAT Supplement*, Chapter IV, ¶ 6.d and Appendix C, ¶ 2.
- d. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or "secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipient.
- e. Specifically, a covered transaction includes the following contracts for goods or services:
  - (1) The contract is awarded by a recipient or subrecipient in the amount of at least \$25,000.
  - (2) The contract requires the approval of FEMA, regardless of amount.
  - (3) The contract is for federally required audit services.
  - (4) A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of \$25,000.
- d. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified:

### "Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the contractor is required to verify that none of the contractor, its principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).



- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by (insert name of subrecipient). If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to (name of state agency serving as recipient and name of subrecipient), the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions."

9. Byrd Anti-Lobbying Amendment.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Contractors that apply or bid for an award of \$100,000 or more must file the required certification. See 2 C.F.R. Part 200, Appendix II, ¶ 1; 44 C.F.R. Part 18; *PDAT Supplement*, Chapter IV, 6.c; Appendix C, ¶ 4.
- c. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. See *PDAT Supplement*, Chapter IV, ¶ 6.c and Appendix C, ¶ 4.
- d. The following provides a Byrd Anti-Lobbying contract clause:

"Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient."

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

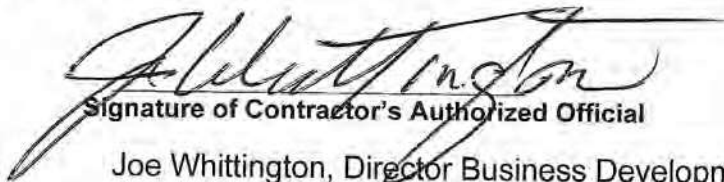
Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, Homeland Language Services, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.



Signature of Contractor's Authorized Official

Joe Whittington, Director Business Development

Name and Title of Contractor's Authorized Official

15AUG2021

Date"

10. Procurement of Recovered Materials.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, Pub. L. No. 89-272 (1965) (codified as amended by the Resource Conservation and Recovery Act at 42 U.S.C. § 6962). See 2 C.F.R. Part 200, Appendix II, ¶ J; 2 C.F.R. § 200.322; *PDAT Supplement*, Chapter V, ¶ 7.
- c. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials.

practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

- d. The following provides the clause that a state agency or agency of a political subdivision of a state and its contractors can include in contracts meeting the above contract thresholds:

"(1) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA- designated items unless the product cannot be acquired—

(i) Competitively within a timeframe providing for compliance with the contract performance schedule;

(ii) Meeting contract performance requirements; or

(iii) At a reasonable price.

(2) Information about this requirement, along with the list of EPA- designate items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>."

#### 11. Additional FEMA Requirements.

- a. The Uniform Rules authorize FEMA to require additional provisions for non- Federal entity contracts. FEMA, pursuant to this authority, requires or recommends the following:

b. Changes.

To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

c. Access to Records.

All non-Federal entities must place into their contracts a provision that all contractors and their successors, transferees, assignees, and subcontractors acknowledge and agree to comply with applicable provisions governing Department and FEMA access to records, accounts, documents, information, facilities, and staff. See DHS Standard Terms and Conditions, v 3.0, ¶ XXVI (2013).

- d. The following provides a contract clause regarding access to records:

"Access to Records. The following access to records requirements apply to this contract:

(1) The contractor agrees to provide (insert name of state agency or local or Indian tribal government), (insert name of recipient), the FEMA Administrator, the Comptroller



General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

(2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(3) The contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract."

## 12. DHS Seal, Logo, and Flags.

- a. All non-Federal entities must place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. See DHS Standard Terms and Conditions, v 3.0, ¶ XXV (2013).
- b. The following provides a contract clause regarding DHS Seal, Logo, and Flags: "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre- approval."

## 13. Compliance with Federal Law, Regulations, and Executive Orders.

- a. All non-Federal entities must place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable federal law, regulations, executive orders, and FEMA policies, procedures, and directives.
- b. The following provides a contract clause regarding Compliance with Federal Law, Regulations, and Executive Orders: "This is an acknowledgement that FEMA financial assistance will be used to fund the contract only. The contractor will comply will all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives."

## 14. No Obligation by Federal Government.

- a. The non-Federal entity must include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.
- b. The following provides a contract clause regarding no obligation by the Federal Government: "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

## 15. Program Fraud and False or Fraudulent Statements or Related Acts.

- a. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- b. The following provides a contract clause regarding Fraud and False or Fraudulent or Related Acts: "The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining

to this contract."

Additional contract clauses per 2 C.F.R. § 200.325

For applicable construction/reconstruction/renovation and related services: A payment and performance bond are both required for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract. A "payment bond" is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided in the contract.

**Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.**

Offeror's Name: Homeland Language Services

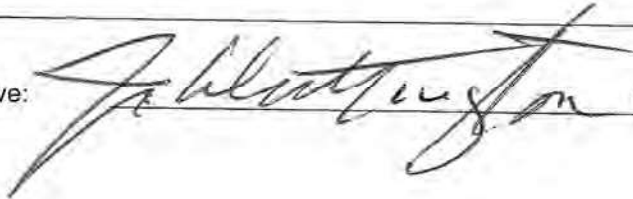
Address, City, State, and Zip Code:  
1000 Town Center Drive, #300, Oxnard, CA 93036

Phone Number: 805-666-9124 or 602877-5537 Fax Number: \_\_\_\_\_

Printed Name and Title of Authorized  
Representative: Joe Whittington, Director Business Development

Email Address: jwhittington@homelandls.com

Signature of Authorized Representative: \_\_\_\_\_



Date: \_\_\_\_\_

**STATEMENT OF OWNERSHIP DISCLOSURE**

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

**Name of Organization:** Homeland Language Services

**Organization Address:** 1000 Town Center Drive, #300  
Oxnard, CA 93036

**Part I Check the box that represents the type of business organization:**

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
  - For-Profit Corporation (any type)     Limited Liability Company (LLC)
- Partnership     Limited Partnership     Limited Liability Partnership (LLP)
- Other (be specific): \_\_\_\_\_

**Part II**

- The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

**OR**

- No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Ernesto Lanazca, CEO	1000 Town Center Drive, #300, Oxnard, CA 93036
Luis Lanazca, President	777 S. Flagler Drive, West Tower, West Palm Beach FL, 33401
Christian Lanazca, COO	777 S. Flagler Drive, West Tower, West Palm Beach FL, 33401



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**Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II**

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

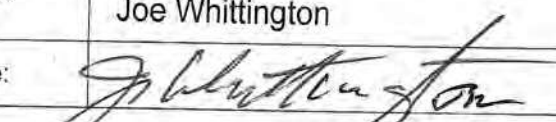
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
N/A	

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
Ernesto Lanazca, CEO	1000 Town Center Drive, #300, Oxnard, CA 93036
Luis Lanazca, President	777 S. Flagler Drive, West Tower, West Palm Beach FL, 33401
Christian Lanazca, COO	777 S. Flagler Drive, West Tower, West Palm Beach FL, 33401

**Part IV Certification**

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **<name of contracting unit>** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **<type of contracting unit>** to notify the **<type of contracting unit>** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **<type of contracting unit>** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Joe Whittington	Title:	Director Business Dev.
Signature:		Date:	15AUG2021

DOC #2

**NON-COLLUSION AFFIDAVIT**

<b>STANDARD BID DOCUMENT REFERENCE</b>	
	<b>Reference: VII-H</b>
Name of Form:	<b>NON-COLLUSION AFFIDAVIT</b>
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

NON-COLLUSION AFFIDAVIT

State of New Jersey  
County of \_\_\_\_\_

ss:

I, Joe Whittington residing in  
PHOENIX, ARIZONA (name of municipality) (name of affiant)

in the County of MARICOPA and State of \_\_\_\_\_  
of full age, being duly sworn according to law on my oath depose  
and say that:

I am Joe Whittington of the firm of Homeland Language Services  
(title or position) (name of firm)

\_\_\_\_\_ the bidder making this Proposal for the bid  
entitled Interpretation and Translation Services and that I executed the said proposal with  
(title of bid proposal)

full authority to do so that said bidder has not, directly or indirectly entered into any  
agreement, participated in any collusion, or otherwise taken any action in restraint of free,  
competitive bidding in connection with the above named project; and that all statements  
contained in said proposal and in this affidavit are true and correct, and made with full  
knowledge that the PROASAC relies upon the truth of  
(name of contracting unit)

and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or  
secure such contract upon an agreement or understanding for a commission, percentage,  
brokerage, or contingent fee, except bona fide employees or bona fide established  
commercial or selling agencies maintained by

Subscribed and sworn to

before me this day 08/27/2021

Signature Joe Whittington

August 9, 2021  
JOE WHITTINGTON  
(Type or print name of affiant under signature)

Notary public of Arizona

My Commission expires 05/09/2025

(Seal)





DOC #3

**AFFIRMATIVE ACTION AFFIDAVIT  
(P.L. 1975, C.127)**

**Company Name:** Homeland Language Services  
**Street:** 1000 Town Center Drive, #300  
**City, State, Zip Code:** Oxnard, CA 93036

**Proposal Certification:**

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

**Required Affirmative Action Evidence:**

Procurement, Professional & Service Contracts (Exhibit A)  
Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval  
  
OR
2. A photo copy of their Certificate of Employee Information Report  
  
OR
3. A complete Affirmative Action Employee Information Report (AA302)

**Public Work – Over \$50,000 Total Project Cost:**

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the
- B. Approved Federal or New Jersey Plan – certificate enclosed

*I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.*

Joe Whittington, Director Business Development

15AUG2021

**Date**

  
**Authorized Signature and Title**

**P.L. 1995, c. 127 (N.J.A.C. 17:27)**  
**MANDATORY AFFIRMATIVE ACTION LANGUAGE**  
**PROCUREMENT, PROFESSIONAL AND SERVICE**  
**CONTRACTS**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative

Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

  
Joe Whittington, Director Business Development  
Signature of Procurement Agent



## C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

### Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 ([http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
  - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
  - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
  - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
  - d. The form may be used “as-is”, subject to edits as described herein.
  - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
  - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at [http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

## C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

### Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee\*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

\* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to

section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”





STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

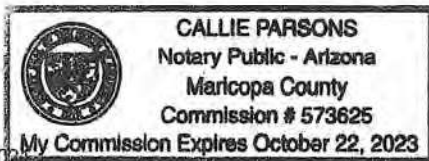
- Partnership, Corporation, Sole Proprietorship, Limited Partnership, Limited Liability Corporation, Limited Liability Partnership, Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Table with 3 rows and 2 columns for Name and Home Address.

Subscribed and sworn before me this 27 day of August, 2021. (Notary Public) Callie Parsons. My Commission expires: 10/22/2023. (Affiant) Joe Washington, Director Business (Corporate Seal)



DOC #6

**Certification of Non-Involvement in Prohibited Activities in Iran**

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

[http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure\\_investmentact.pdf](http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf)

Offerors should submit the above form completed with their proposal.



STATE OF NEW JERSEY -- DIVISION OF PURCHASE AND PROPERTY  
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number: 21-06 Bidder/Offeror: Homeland Language Services

PART 1: CERTIFICATION

BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. Failure to complete the certification will render a bidder's proposal non-responsive. If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

PLEASE CHECK THE APPROPRIATE BOX:

I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. I will skip Part 2 and sign and complete the Certification below.

OR

I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

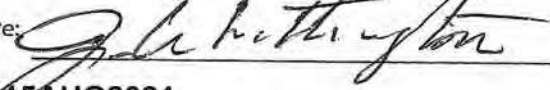
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____	Relationship to Bidder/Offeror _____
Description of Activities _____	
Duration of Engagement _____	Anticipated Cessation Date _____
Bidder/Offeror Contact Name _____	Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Joe Whittington Signature:   
Title: Director Business Development Date: 15AUG2021

DOC #8

**EEOAA EVIDENCE**

Equal Employment Opportunity/Affirmative Action  
Goods, Professional Services & General Service Projects

**EEO/AA Evidence**

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

**One** of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at: [http://www.state.nj.us/treasury/contract\\_compliance/pdf/pa.pdf](http://www.state.nj.us/treasury/contract_compliance/pdf/pa.pdf) for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Joe Whittington Title: Director Business Development

Signature:  Date: 15AUG2021



DOC #9  
MCBRIDE-PRINCIPLES



STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY  
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230  
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: 21-06

VENDOR/BIDDER: Homeland Language Services

**VENDOR'S/BIDDER'S REQUIREMENT  
TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS  
AND NORTHERN IRELAND ACT OF 1989**

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

**CHECK THE APPROPRIATE BOX**



The Vendor/Bidder has no business operations in Northern Ireland; or

**OR**



The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

**CERTIFICATION**

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of **my** agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature

A handwritten signature in black ink, appearing to read "Joe Whittington", written over a horizontal line.

Date

**15AUG2021**

Joe Whittington, Director Business Development

Print Name and Title



# Homeland Language Services

## Balance Sheet

As of December 31, 2020

	TOTAL
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
Wells Fargo Simple Business Checking (9732)	48,567.98
<b>Total Bank Accounts</b>	<b>\$48,567.98</b>
Accounts Receivable	
Accounts Receivable (A/R)	4,203.95
<b>Total Accounts Receivable</b>	<b>\$4,203.95</b>
Other Current Assets	
Loans To/From Officers	194,648.00
Security Deposits	1,332.08
Undeposited Funds	0.00
<b>Total Other Current Assets</b>	<b>\$195,980.08</b>
<b>Total Current Assets</b>	<b>\$248,752.01</b>
<b>TOTAL ASSETS</b>	<b>\$248,752.01</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Other Current Liabilities	
California Department of Tax and Fee Administration Payable	0.00
<b>Total Other Current Liabilities</b>	<b>\$0.00</b>
<b>Total Current Liabilities</b>	<b>\$0.00</b>
<b>Total Liabilities</b>	<b>\$0.00</b>
Equity	
Opening Balance Equity	0.00
Owner's Investment	55,211.54
Retained Earnings	0.00
Net Income	193,540.47
<b>Total Equity</b>	<b>\$248,752.01</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$248,752.01</b>

# Homeland Language Services

## Profit and Loss

January - December 2020

	TOTAL
Income	
Sales	2,603,639.42
Uncategorized Income	444.59
<b>Total Income</b>	<b>\$2,604,084.01</b>
Cost of Goods Sold	
Contractors	1,929,494.95
Mailing & Postages	284.60
Owner's Pay & Personal Expenses	207,275.51
Sales Returns & Allowances	1,861.00
<b>Total Cost of Goods Sold</b>	<b>\$2,138,916.06</b>
<b>GROSS PROFIT</b>	<b>\$465,167.95</b>
Expenses	
Advertising & Marketing	5,884.02
Advertising & Marketing Refund	0.00
Bank Charges & Fees	4,923.00
Charitable Contributions	5,000.00
Insurance	1,736.36
Legal & Professional Services	1,399.00
Meals & Entertainment	1,498.50
Miscellaneous Expense	219.37
Office Supplies & Software	17,588.73
Other Business Expenses	3,270.76
Other Subcontractors	0.00
QuickBooks & Software Licenses	1,424.62
Rent & Lease	930.55
Salaries & Wages	11,160.00
Shareholder Payment Christian Lanazca	33,918.20
Shareholder Payment Ernesto Lanazca	127,859.17
Shareholder Payment Luis Lanazca	52,104.03
Taxes, Licenses & Filing Fees	411.45
Travel	2,299.72
<b>Total Expenses</b>	<b>\$271,627.48</b>
<b>NET OPERATING INCOME</b>	<b>\$193,540.47</b>
<b>NET INCOME</b>	<b>\$193,540.47</b>

# Homeland Language Services

Profit and Loss  
January - June, 2021

	TOTAL
Income	
Sales	2,357,690.31
<b>Total Income</b>	<b>\$2,357,690.31</b>
Cost of Goods Sold	
Contractors	1,625,349.01
Sales Returns & Allowances	216.32
<b>Total Cost of Goods Sold</b>	<b>\$1,625,565.33</b>
<b>GROSS PROFIT</b>	<b>\$732,124.98</b>
Expenses	
Advertising & Marketing	3,969.24
Bank Charges & Fees	3,017.82
Insurance	12,201.56
Legal & Professional Services	7,588.23
Miscellaneous Expense	12,135.37
Office Supplies & Software	13,630.04
Office/General Administrative Expenses	31,770.52
Payroll Expenses	
Taxes	840.22
Wages	7,181.81
<b>Total Payroll Expenses</b>	<b>8,022.03</b>
QuickBooks & Software Licenses	427.84
Rent & Lease	1,448.51
Shareholder Payment Christian Lanazca	193,682.22
Shareholder Payment Ernesto Lanazca	122,000.00
Shareholder Payment Luis Lanazca	150,081.66
Taxes, Licenses & Filing Fees	3,110.61
Travel	4,013.21
<b>Total Expenses</b>	<b>\$567,098.96</b>
<b>NET OPERATING INCOME</b>	<b>\$165,026.12</b>
Other Expenses	
Other Miscellaneous Expense	147.44
<b>Total Other Expenses</b>	<b>\$147.44</b>
<b>NET OTHER INCOME</b>	<b>\$-147.44</b>
<b>NET INCOME</b>	<b>\$164,878.68</b>



# Homeland Language Services

Balance Sheet  
As of March 31, 2021

	TOTAL
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
Wells Fargo Simple Business Checking (9732)	146,016.77
<b>Total Bank Accounts</b>	<b>\$146,016.77</b>
Accounts Receivable	
Accounts Receivable (A/R)	-51,861.55
<b>Total Accounts Receivable</b>	<b>\$-51,861.55</b>
Other Current Assets	
Loans To/From Officers	194,648.00
Security Deposits	1,332.08
Undeposited Funds	0.00
<b>Total Other Current Assets</b>	<b>\$195,980.08</b>
<b>Total Current Assets</b>	<b>\$290,135.30</b>
Other Assets	
Software License Development	12,599.16
<b>Total Other Assets</b>	<b>\$12,599.16</b>
<b>TOTAL ASSETS</b>	<b>\$302,734.46</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Other Current Liabilities	
California Department of Tax and Fee Administration Payable	0.00
<b>Total Other Current Liabilities</b>	<b>\$0.00</b>
<b>Total Current Liabilities</b>	<b>\$0.00</b>
<b>Total Liabilities</b>	<b>\$0.00</b>
Equity	
Accumulated Adjustment	-49,467.32
Opening Balance Equity	0.00
Owner's Investment	55,211.54
Retained Earnings	193,540.47
Net Income	103,449.77
<b>Total Equity</b>	<b>\$302,734.46</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$302,734.46</b>

Homeland Language Services – Services Proposal  
Region 4 Education Service Center  
Solicitation Number 21-06  
Interpretation and Translation Services and Related Solutions

## TAB 4 – Qualification and Experience

### a. References

# REFERENCES



**DRUG ENFORCEMENT AGENCY - DEA**  
POC: DEA Special Agent Tom, Gorsche  
E:titracker@yahoo.com  
P: 805-443-8183



**COUNTY OF VENTURA INFORMATION TECHNOLOGY**  
POC: Jaqueline Colmenero  
E: jaqueline.colmenero@ventura.org  
P:805-654-3505



**ACCENT ON LANGUAGES**  
POC: Eduardo Puyol Martinez  
E:eduardo@accentonlanguages.com  
P: (510) 644-9470 (510) 655-9470



**LANGUAGE LINK**  
POC: Jose Valenzuela  
E:jose.valenzuela@language.link  
P:360-433-0412



**SANTA MARIA POLICE DEPARTMENT**  
POC: Sargeant, Alfredo Ruiz  
E:aruiz@cityofsantamaria.org  
P:805-928-3781x2588



**COUNTY OF VENTURA BEHAVIORAL HEALTH**  
Sandra Tovar  
E: Sandra.Tovar@ventura.org  
P:805-981-7886



**FEMA**

**FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**  
POC: Demetria Carter  
E:demetria.carter@fema.dhs.gov  
P:202-702-5180

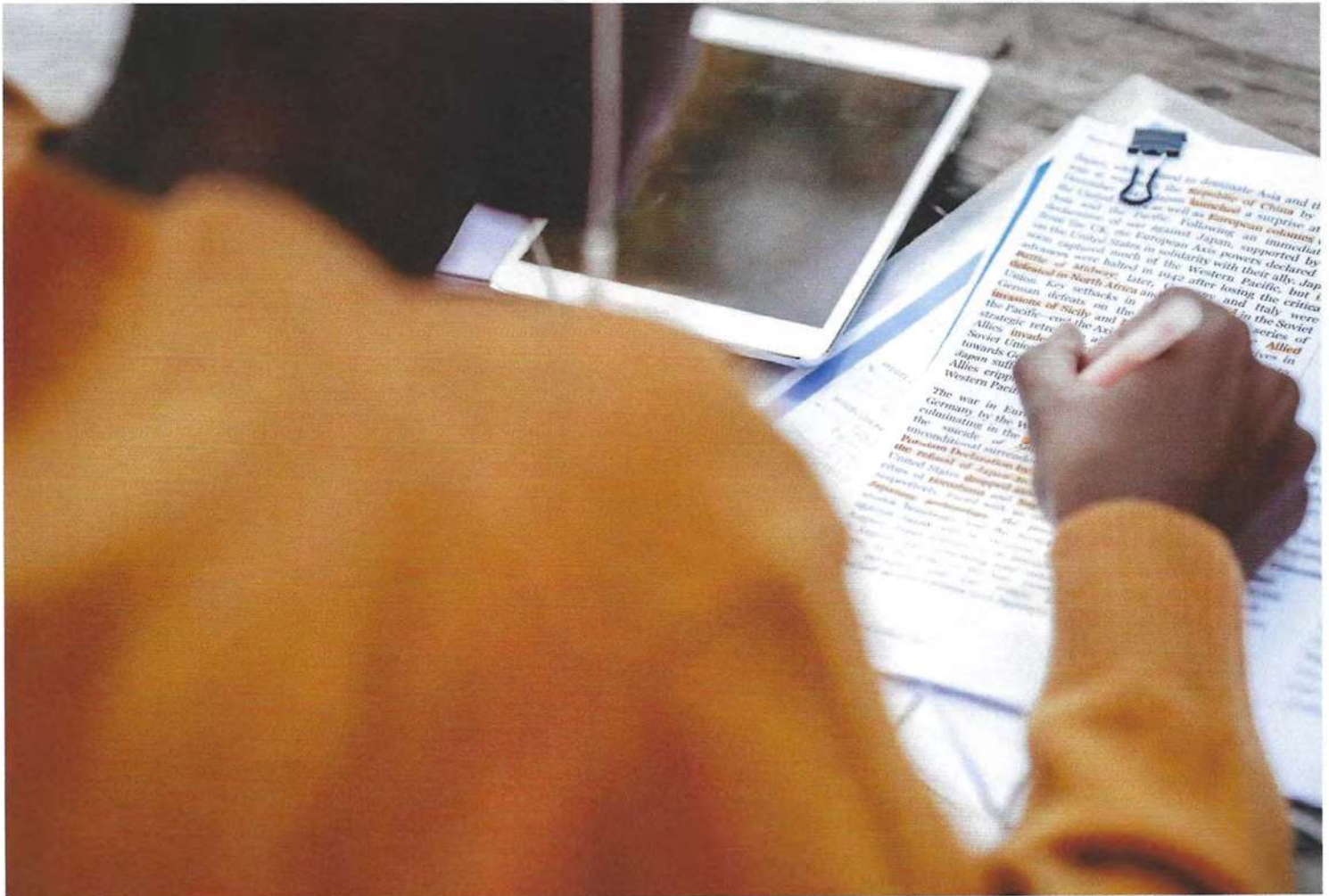




Homeland Language Services

— Our Linguists are the bridge to your success —

## TAB 4 - Qualifications and Experience



HOMELAND LANGUAGE SERVICES

ADDRESS: 1000 Town Center Dr / #300, Oxnard, CA 93036

CONTACT: Joe Whittington, Director Business Development

P:(602) 877-5537 , jwhittington@homelandls.com



[www.homelandlanguageservices.com](http://www.homelandlanguageservices.com)



## 5.0 Qualifications

Homeland Language Services (HLS) is a leading Language Services Provider (LSP) of interpretation and translation services in support of our federal, state, hospital, and healthcare clientele. A crucial component of this service is HLS establishment and operation of highly effective and easy to access interpreter contact centers and translation support personnel immediately available to our customers. Of more importance, by using HLS our customer agencies can tap into specifically designed industry-recognized services that deliver immediate availability to our medical linguists. HLS is committed to delivering the highest levels of customer service; uses state-of-the-art, scalable, and secure voice/data/video contact center facilities and technology; offers the rapid response capability, capacity, and experience needed to operate language support contact centers in routine business and emergency or crises; and know how to control costs effectively with scalability to meet unforeseen surges.

After 16 years of services support we fully understand the need for easy to access and use services, highly professional services. We understand the difficulties faced by the LEP (limited English proficient), and Deaf and Hard of Hearing Communities when available language services are not provided. In response, HLS is proposing over the phone interpretation, on-site interpretation, video-remote interpretation, translation & transcription services, CART and other peripheral services.

### Qualifications to Support ESC4 and OMNIA Contract Growth

HLS currently supports a majority of state and municipal governments, and political subdivisions in 30 of 50 states with sales and customer support personnel in continual outreach. HLS does not support other major state and Co-Op contracts such as NASPO, CMAS, GSA, BuyBoard and others. The primary HLS goal is to support one, and only one, national contract such as OMNIA, and working with OMNIA marketing and branding support to consolidate outreach and sales branded for one contract and its pricing. We are planning a comprehensive contract launch to all states and territories upon contract award. In contrast to current OMNIA contract holders who possess multiple co-op agreements and actively sell into all based upon highest revenue potential.

Our promise to OMNIA - is to cease bidding on statewide contracts, not bid on co-op contracts and solely focus on ESC4/OMNIA branded literature, logo's, websites, conferences, trade shows and OMNIA sales!



This proposal demonstrates why HLS is imminently qualified to serve as your contract holder. Summarizes our understanding of what the solicitation is seeking, along with a brief statement about what Homeland Language Services offers government agencies. We provide further evidence of how our qualifications, technical approaches, and management solutions will enable us to serve the government's language support requirements, now and in the future as your customer needs evolve and change over time.

Upon detailed review of the SOW and solicitation documents, HLS will commit to providing the customer the best market value, best delivery time commitment, and best market pricing. Our commitment is to lower-than other vendor pricing regardless of market factors such as geographic region; volume commitment; total actual use and other factors. HLS is typically awarded as the preferred and primary vendor or vendor designated "first call" authority in a multi-vendor environment based on price and proven performance.

Homeland Language Services, in negotiation with you, shall identify and commit to the lowest price cost for all interpretation and document translation services. This price will be your lowest permanent price, exclusive of any quantity/dollar volume, prompt payment, or other concession affecting price.

## 6.0 Experience

With a 16-year history, Homeland Language Services is a respected, well-established, and low-cost language services provider located in Oxnard, California, with branch and field offices nationwide, which thoroughly understands solicitation project goals and objectives. Specifically, all costs, services performance, and internal manpower and performance requirements to meet contract deliverables and the best needs of our customers. HLS requests no exceptions or deviations to all terms and conditions of the solicitation. Moreover, Homeland Language Services meets and exceeds all performance requirements in the solicitation. Few mistakes will be made based on our understanding. As with other major hospital systems, our interpreters will provide highly professional and culturally appropriate support through intake and admissions; general inquiries; application processing, and assistance.



Our Interpretation services will continuously support customers main office and each department, statewide field, and remote offices, and work from home personnel via land-line phone, mobile device or Zoom, MS Teams, and other virtual web meeting applications. All customer departments and personnel will be supported by thoroughly screened, background-checked, highly trained, and qualified interpreters via a toll-free number and call prompts like those in place by the prior vendor for consistency. Our team of over 5500 linguists is available on-demand 24 hours a day, seven days a week, 365 days a year.

Training and usage materials will be provided at no charge. Refresher and new employee materials will be quickly provided throughout the life of the contract.

Invoice detailed usage metrics and other data collection will be tailored to meet customer needs and provided on each invoice and other weekly, monthly, quarterly, or yearly/historical usage reports.

If a customer language needs increase substantially our support personnel shall identify the critical processes to successfully manage your account and contract changes (e.g., pandemics with heavy web integration use, civil unrest, and disaster surges, training, special conditions, tailored instructions for each department, contract clauses, etc.) modifying resources and services accordingly. For each critical process, HLS team members are available to effectively address and resolve contract management issues. This interaction can be through regular web-based and on-site meetings to discuss pertinent issues, or it can be through Ad Hoc groups specifically formed to address best-support of each department, solving issues and problems as customer personnel meet with those who require service and support. Your dedicated Program Manager will be in frequent contact with you and highly responsive to your requests.

We will describe HLS's in-depth experience in managing major interpreter contact centers, an experience that is backed by a verifiable record of performance excellence. Our past performance references reflect how we meet and exceed the solicitation's minimum required experience.

## 6.1 Core Business Lines and Years of Experience

Long recognized as a major provider of language support services for the government's health, housing, hospital and healthcare, and many other services areas we have expanded service offerings over the past decade from Over the Phone (OPI) and On-Site Interpretation (OSI) and Translation Services; with Video Remote Interpretation (VRI) supporting American Sign Language (ASL) and the 40 most common foreign languages.



## 7.0 Staff Qualifications

HLS presents an approach to managing the contract and incorporates many of the company's best practices in operating other similar government contracts of similar language mix, volume, agency size, performance scope (cost and technical delivery), and complexity. Implementation of our approach will be overseen by HLS senior management and staff, led by a seasoned interpreter contact center and program management professionals who will ensure that each task has the linguist staff needed, tools, methodologies, compliance, security, and resources required to perform successfully. This will include, for example, customer adding sites, unforeseen surge volume ramp-up, staff recruitment, and training programs to fill time-critical interpreter or translator assignments, particularly those associated with emergency, contingencies, and fast-turnaround requests.

This section also identifies our proposed key personnel, led by a senior program manager, and describes how we will manage our staff, ensuring that they are held to the same performance measures, quality control procedures, and surveillance techniques that we apply across the contract and for all task performance.

Our management plan includes our approach to meeting the solicitation's reporting requirements, which will be supported by the user data and metrics captured on each monthly invoice and reported to the customer at program reviews and cost accounting status meetings re-requested by the government. Information that is essential to monitoring performance as well as tracking and managing the key performance goals and requirements. Finally, it presents our approach to upholding the quality of services provided to the government including the processes and methodologies that focus on service workflow management, process improvement, and new process implementation requests from the customer to ensure that customer satisfaction goals are achieved now and as government needs to evolve and change over time.

### 7.1 Key Staff Personnel and Positions

Homeland Language Services staff has the knowledge and experience to successfully provide language support services. Our professional, senior staff members will work tirelessly for this solicitation, devoting as much time as necessary to produce exemplary results and achieve total success. Below is a list of key staff members and their positions:



# Meet Our Team



**Ernesto Lanazca**  
*CEO and Co-founder*

Ernesto is a customer-centric & dynamic problem solver leader with over 16 years of experience bolstering organizational success by and streamline operating processes and developing key effective metrics initiatives that improved organizational cost-efficiency.

Ernesto is awarded US ARMY combat veteran from the 101st Airborne Division, with recognized military leadership and excellent communicator skills who effectively interact and motivate multicultural staff toward outstanding performance.

He has a bachelor's degree in Economics and finishing his second bachelor's degree in International Business with minor in Supply Chain management. Is proficient in ERP system implementations, Six Sigma, and expert in Transportation & Logistics Management Systems.



**Luis Lanazca**  
*President and Co-founder*

Luis has over 18 years of professional experience in multiple leadership roles; Quality Assurance management, Bilingual School Teacher (English & Spanish), he is a certified interpreter with extensive experience interpreting and translating for Federal and State government agencies.

Luis holds the following government clearances: ICE, DEA & ATF. Expert in implementing group and individual coaching and training initiatives. Luis has been an expert witness for various cases with DEA, ICE and Sheriff Department. Luis leads our Quality Assurance Division.



**Christian Lanazca**  
*Coo and Co-founder*

Proven Executive Management, linguist leader with over 17 years of experience as a professional interpreter/translator and intelligence linguist analyst. Christian has spent over 10 years working in management positions as /intelligence Linguist Analyst for the Department of Homeland Security, ATF (Bureau of Alcohol, Tobacco, Firearms, and explosives) and Federal and State agencies such: FBI (Federal Bureau of investigation) and the Sheriff Department for numerous projects nationwide.

He holds government clearance with ICE, ATF & FEMA; he also has bachelor's degree in Language and Cultures with emphasis in Italian and a Minor in French. In addition, he has travelled the world and has visited over 42 countries worldwide.



**Joe Whittington**  
*Dedicated Program  
Manager Director Business  
Development*

As Director of Business Development, Mr. Whittington's primary responsibility is government sales and technical customer support interaction with senior Federal, GSA, and State/SLED government executives. He has daily/weekly contact with large accounts and meets regularly with senior contracting personnel, departments, agencies and their operational personnel to discuss services, current issues, future trends, and needs including implementation and configuration requirements. Calls are typically held weekly or monthly, either via telephone, web meeting or on-site to best meet customer needs.

Homeland Language Services goal is to continually meet and exceed government requirements as a market leader.



# Meet Our Professional *Team*



## 7.2 Operational Planning

Although not a solicitation requirement HLS provides a comprehensive description of how we will maintain information and physical security of government information. Our call center Security Manager will oversee the implementation of the Security Plan, ensuring that all program, Federal, and State security guidelines and requirements are met to language services industry standards and Federal regulatory compliance standards. They will also apply the methodologies used in attaining specified certification and accreditation (C&A) for each interpreter and translator.

## 7.3 Business Contingency/Disaster Recovery Planning

HLS's technical solution in response to this solicitation includes a proven Business Continuity/Disaster Recovery (BC/DR) methodology consisting of well-documented strategies and procedures that will ensure the continuity of all interpreter support operations. Specifically, our plan is structured to do the following:

- Our BC/DR approach is specifically designed to support our interpreter call centers 24-7 without interruption to interpreter connect times of any kind. It describes our strategies for preventing disruptions and minimizing the effects of service disruption, details our recovery processes, defines the roles and responsibilities of HLS functional groups during disaster events, describes staff training for responding to operational emergencies, and discusses our procedures for testing these plans for demonstration, validation, and verification purposes. Plans are approved by the CEO and updated quarterly.
- Our comprehensive BC/DR Plan will meet federal and state government requirements, thereby minimizing customer risk/costs while maximizing customer satisfaction. Our plan tailored specifically for interpretation call center operations will be capable of preventing or responding to any type of service disruption, including telephony and long-distance provider failure, power outages, fires, gas leaks or explosions, and floods; hardware and software malfunctions; data and telecommunication interruptions; acts of nature such as thunderstorms, tornadoes, hurricanes, or other natural disasters; and national or local emergencies.



## 7.4 Staffing

HLS maintains a core dedicated team of approximately 70 personnel, with other full and part-time interpreter and translator linguist experts staff totaling 5500. This provides a built-in capability to instantly increase available, fully trained, and qualified staff. This strategy enables us to share employees across programs and gives us additional capacity at any given time. Also, HLS has a dedicated Interpreter Relations Group for hiring and testing with immediate reach anywhere across the United States with 10 dedicated professional Interpreter and Translator recruiters. This corporate reach-back allows us to quickly pool the experienced professionals needed to quickly screen, recruit, and obtain eQIP, eVerify security confirmations for large deployments. Within the Interpreter Call Center group alone, we have four dedicated Human Resources Specialists and 10 dedicated Onboarding/Training Specialists that would lead the effort to rapidly hire large numbers of staff or languages of lesser diffusion if needed.

## 7.5 Customer Management Plan

HLS Customer Management Plan for each customer reflects our understanding of the solicitation's contract requirements and our commitment to making the contract vehicle the model of service excellence and high-quality delivery that is required by the government. The plan includes the following sub-plans.

- Program Management Plan
  - Human Resources Management Plan
  - Performance Management Plan
  - Quality Assurance/Quality Improvement Plan
- Business Continuity/Unforeseen Disaster Avoidance and Recovery Plan

## 7.6 Program Management Plan

Managing solicitation/contract deliverables will dramatically benefit from a Program Management Plan that is flexible and adaptable to meet all current and evolving interpreter and translation needs. One that can serve the overarching needs of our large clientele, as well as the individual needs of each government agency, department, or field/remote worker that seeks to acquire interpreter services through our interpreter call center platform.



Our government plan has been crafted to reflect language support best practices in the Interpreter/Translator call center industry for fast connection to the needed interpreter and fast response to the requested translation task; it also designates staff, linguist subcontractors, and other resources intimately familiar with the policies, regulations, and nuances associated with performing interpreter and translator call centers in the Federal and State government arena. We present our program management structure, led by a seasoned management team that will be collectively responsible for meeting and exceeding contract deliverables. We will describe how this structure will be supported within our existing business structure, and how we will help in our commitment to service excellence and consistent, repeatable results.

### 7.6.1 Program Management Structure

HLS program management structure will serve as the critical cornerstone for meeting all solicitation requirements and developing a comprehensive review of the solicitation's contract objectives. HLS delineates lines of authority and establishes measures of accountability for work performance regarding daily performance and submittal of contract deliverables.

Your dedicated Program Manager and executive leadership will be participating in the day-to-day operations and decision making in support of this contract. It will be engaged and actively involved in the oversight of this contractual vehicle, it will be managed and will meet weekly, monthly, or quarterly with customer representatives to monitor and assess interpreter performance, contract deliverables, and other programmatic and financial health data of the contract. Timely oversight to ensure that contract needs are being met both on-costs and service performance commitments.

### 7.6.2 Support Staff

The effectiveness of interpreter call center operations is dependent on a knowledgeable Program Manager; sound management; efficient, repeatable processes; and the ability to provide highly qualified interpreter support staff who can take on and successfully execute the myriad functions required. No matter the size or complexity of the solicitation the support to be implemented by HLS will have sufficient resources to support the human resources, supervisory, quality assurance (QA), training, service level management, knowledge/content management, inquiry tracking, and technical requirements that are unique to our Interpreter call center operations.

## 7.7 Service-Level Monitoring

Our workforce management team's goal of service-level management, the art of having the right number of skilled people and supporting resources in place at the right time to handle an accurately forecasted workload at the required service level and with the desired level of quality. Our highly experienced team will ensure the effective allocation of personnel based on specified language and volume workload requirements. We understand that fluctuations in workloads will occur, both known and unforeseen, and we will be continually reviewed to reassign staff resources accordingly.



We will use numerous live-dashboard automated tools for tracking, monitor and control of usage throughout the hour and day. Our workforce management methodology and associated first-in call-queue answer technologies are in place. The result is opportunities to track call-queue SLA adherence and respond quickly to unexpected absences as well as unanticipated call surges and resultant volume increases, whether more calls, longer more complicated calls, or both that are in danger of being breached, enabling the team to take preemptive action to keep connection times at SLA targets.

## 7.8 Workload Forecasting

We will use robust forecasting tools to plan for various workload scenarios that can be quickly implemented once an interpreter workload shift occurs. The management team will input projected and historical workload volumes by language and call-duration type, and skill level into connect time tracking tools. These assist in calculating the staffing levels and interpreters scheduled required to meet service-level agreements. Also, HLS will ensure that solicitation/SOW requirements for interpreter call handling are properly incorporated into the workload forecast. Individual language-specific events will also be programmed into the application to further enhance our ability to forecast labor needs. We will continually compare actual call patterns to forecasts to better forecast, staff, and schedule interpreters accordingly.

## 7.9 Scheduling

Sophisticated software scheduling tools designed by HLS to support interpreter call centers will allow us to schedule both interpreters and assisting Customer Support Agents to meet the peaks and valleys of the contact center while meeting any planned and unplanned surge activity. Schedules will then be created to match staffing requirements necessary to achieve or exceed projected language, call length, service levels, and a wide range of other call center performance metrics. We will use the workforce management tool to produce updated schedules that automatically adjust lunches and breaks as well as total hours scheduled. Updated forecasts will also take into consideration recent absenteeism, projected turnover, approved time off, and planned off-phone activities, such as interpreter ongoing training and coaching sessions. We will produce weekly interpreter call center productivity reports to ensure optimal staffing and schedules to match service levels and call volumes in a cost-effective manner. Throughout the day, we will monitor workloads and make appropriate schedule changes to reflect actual call volumes.

## 7.10 Quality Assurance/Quality Improvement Plan

High-quality performance at HLS does not just happen, it is the result of a sound Quality Assurance/Quality Improvement (QA/QI) Plan conducted by a team of well-trained, experienced professionals. This plan is based on our years of experience in interpreter contact center operations, with an emphasis on training highly skilled interpreters and translators; and management staff to meet contract requirements. During this process, careful consideration will be given to the customer contract deliverables, languages needed, customer objectives, operating efficiencies, quality assurance and quality control practices and best practices within

within the industry. We will review our proposed plan to incorporate specific monitoring, inspection, and corrective procedures, based on COR/COTR/Contracting Officer approved support plan. The resultant plan and ongoing monitoring and inspection will be accessible to the customer.



# Headquarters Location

With five other contact centers geographically dispersed for failover and redundancy.



## ADDRESS:

1000 Town Center Dr / Third  
floor Oxnard, CA 93036

Homeland Language Services – Services Proposal  
Region 4 Education Service Center  
Solicitation Number 21-06  
Interpretation and Translation Services and Related Solutions

## TAB 5 – Value Add

## Value Add

Homeland Language Services (HLS) is one of the few language services providers (LSPs) who can provide true bundled services within the control of our five interpreter and translation performance contact centers. These services support any customer need at any time of day, without exception. Fast connect and easy to access services provide customers the correct language resources when needed.

ESC4/OMNIA shall be designated a Large/Key Account receiving the highest levels of customer support, priority queue, and handling, Quality Assurance monitoring. Joe Whittington will be designated dedicated OMNIA Program Manager with daily performance oversight and contact for OMNIA accounts with the three HLS owners listed herein, for all contract deliverables. The importance of OMNIA will be fully explained to the full and part-time staff of 70 and 5500 linguists. Over the past 10 years, Joe Whittington has managed NASPO, CMAS, IPA, and state contracts in 40 states as Senior Director for a prior LSP. HLS is committed to not pursuing other co-op contracts to solely focus on OMNIA sales and support with support from OMNIA marketing personnel and our dedicated sales staff of 15. HLS is also committed to providing superior services to both OMNIA for this opportunity and our client base. Our goal is to add 10 OMNIA new accounts as clients every week for the foreseeable future.

Customers have applauded our reporting capabilities and usage metric monitoring. Our Secure User Portal Scheduling Tool (called Aqua), Data Reporting (Over 100 types of reports may be created. Excel format). The Aqua Scheduling System has the capabilities for Client to access their Billing Information Month to date, Reports on appointments per location and per Language Summary of Invoice and Historical Reporting Data. A highly intuitive secure interface allows you to easily build data tables, download, and send to other persons or software tools for report generation. Your supervisor or administrator can allow or restrict access to all departments. HLS provides 24/7 support regarding the invoice, data collection, and reporting capabilities and usage.

- Video Remote Interpreting: Accessible for accounts with video remote interpretation – ASL and 40 different languages.
  - Capabilities - Completed VRI Jobs: Tracking, monitor and control for each completed VRI request for any given date range.
  - Invoicing Preferences - Feature available to supervisory staff monitor and control. Individual users will not have access to scheduling, billing, and task administrative function only.



- Telephonic Interpretation reports: Feature available for accounts with telephonic interpretation capabilities.
  - Invoice List with Telephonic Totals: This allows you to view your invoice list with telephonic totals for any given date range.
  - Telephonic Billing History: view your telephonic billing history for any given date range over the historical usage data of your contract.
  - Telephonic Details by Requesting Client: BY distributed Account Codes and Sub Account Code breakout determined by each customer. Allows you to view the telephonic billing details based on sub-account and invoice number, and numerous other usage metrics.
  - Telephonic Language Report: view your telephonic language report for any given date range. Includes the number of minutes used for each language in over 100 different report format types.
  - Export Invoice: feature allows you to export any invoice in an Excel spreadsheet.
  - Invoices: this feature allows you to view, print, or download an invoice.

In addition to the above, HLS will provide the Client access to our Homeland Language Services Aqua Scheduling System so the appointments in need of Interpreters can be created on the system by the employees (Designated as Requesters on the Aqua System).

## TAB 6 – Additional Required Documents (Appendix C)

- Signed Addendum 1
- Certification Letter dtd May 2021 - Service Disabled Veteran Owned Small Business (SDVOSB) for U.S. Department of Veterans Affairs
- Diversity, Equity and Inclusion Policy
- Supported Language List

3. **iii. INSTRUCTION TO OFFEROR #3, Proposal Format replaced with the following.**

Proposals must contain two (2) electronic copies on flash drives (signed). Offeror must also submit two (2) electronic proposals free of proprietary information to be posted, if awarded a Contract.

Only sealed responses will be accepted. Faxed or electronically transmitted responses will not be accepted. Sealed responses may be submitted on any or all items, unless stated otherwise.

Responses must be provided in a binder format (see #6. Binder Tabs) clearly identified with the name of the Offeror's company and the solicitation name and number.

Tabs should be used to separate the proposal into sections. The following items identified must be included behind the tabs listed below. Each section should contain both the section of the RFP referenced and the Offeror's response to that section. Offerors failing to organize in the manner listed may be considered non-responsive and may not be evaluated.

4. **Appendix C, DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)** – Notary requirement is waived until further notice.

**RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT**

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name Homeland Language Services

Contact Person Joe Whittington, Director Business Development

Signature 

Date 20AUG2021

Crystal Wallace  
Region 4 Education Service Center  
Business Operations Specialist





**DEPARTMENT OF VETERANS AFFAIRS  
Center for Verification and Evaluation  
Washington DC 20420**

5/26/2021  
In Reply Refer To: **00VE**

Mr. Ernesto M. Lanazca  
Homeland Language Services LLC  
DUNS: 080203265  
1000 Town Center Drive, Suite 300  
Oxnard, CA 93036

Dear Mr. Lanazca:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Verification and Evaluation (CVE), I am writing to inform you that Homeland Language Services LLC has been verified as a Service-Disabled Veteran-Owned Small Business (SDVOSB) and added to the Vendor Information Pages (VIP) at <https://www.vetbiz.va.gov/>. Homeland Language Services LLC will be eligible to participate in Veterans First Contracting Program opportunities with VA.

**This verification is valid for three (3) years from the date of this letter.** Please retain a copy of this letter to confirm Homeland Language Services LLC's continued program eligibility in accordance with 38 Code of Federal Regulations (CFR) § 74.12. You may reapply 120 days prior to your expiration date by logging in to your VIP profile.

To promote Homeland Language Services LLC's verified status, you may use the following link to download the logo for use on marketing materials and business cards: [https://www.va.gov/OSDBU/docs/cve\\_completed\\_s.jpg](https://www.va.gov/OSDBU/docs/cve_completed_s.jpg). In addition, please access the following link for information on the next steps and opportunities for verified businesses: <http://www.va.gov/osdbu/verification/whatsNext.asp>.

To ensure that Homeland Language Services LLC is correctly listed in the Vendor Information Pages, check Homeland Language Services LLC's profile for the verified logo. Please notify us if the logo is not present within 72 hours of receipt of this letter.

While CVE has confirmed that Homeland Language Services LLC is presently, as of the issuance of this notice, in compliance with the regulation, Homeland Language Services LLC must inform CVE of any changes or other circumstances that would adversely affect its eligibility. Eligibility changes not reported to CVE within 30 days could result in a referral to the Office of Inspector General (OIG), a referral to the

*"World Class Professionals  
Enabling Veteran Business Opportunities by Protecting the Veteran Advantage - One Vet at a Time"*

Page 2

Mr. Ernesto M. Lanazca

Debarment and Suspension Committee, and the initiation of cancellation proceedings—all of which could result in Homeland Language Services LLC being removed from the VIP Verification Program.

Please be advised all verified businesses may be required to participate in one or more post-verification audits at CVE's discretion. Additionally, this letter and other information pertaining to Homeland Language Services LLC's verification application may be subject to Freedom of Information Act (FOIA) requests. However, FOIA disclosures include exceptions regarding the personal privacy of individuals, and VA policy similarly provides limitations on the release of individual records.

If Homeland Language Services LLC receives a negative size determination from the U.S. Small Business Administration (SBA), CVE must act in accordance with 38 CFR § 74.2(e). Also note, if at any time Homeland Language Services LLC discovers that it fails to meet the size standards for any NAICS Code(s) listed on its VIP profile, CVE requires such NAICS Code(s) be removed within five (5) business days. If the NAICS Code(s) are not removed within the allotted five (5) business days, CVE may request SBA conduct a formal size determination. In addition, CVE may initiate a referral to OIG, a referral to the Debarment and Suspension Committee, and pursue cancellation proceedings. All of the aforementioned referrals and procedures could result in Homeland Language Services LLC being removed from the VIP Verification Program.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

A handwritten signature in black ink that reads "John Perkins". The signature is written in a cursive, slightly slanted style.

John Perkins  
Director  
Center for Verification and Evaluation

**Appendix C**  
**ADDITIONAL REQUIRED DOCUMENTS**

- DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy
- DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)
- DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)
- DOC #4 Texas Government Code 2270 Verification Form



**ACKNOWLEDGMENT AND ACCEPTANCE**  
**OF REGION 4 ESC's OPEN RECORDS POLICY**

**OPEN RECORDS POLICY**

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

*Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).*

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.
- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

*(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confidential and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)*

15AUG2021

Date

  
Joe Whittington,  
Director Authorized Signature & Title



## Implementation of House Bill 1295

### Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

#### Filing Process:

Starting on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

#### Electronic Filing Application:

[https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

#### Frequently Asked Questions:

[https://www.ethics.state.tx.us/resources/FAQs/FAQ\\_Form1295.php](https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php)

**Changes to Form 1295:** <https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf>



# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY  
 CERTIFICATION OF FILING**

Certificate Number:  
 2021-795243

Date Filed:  
 08/25/2021

Date Acknowledged:

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

Homeland Language Services  
 Oxnard, CA United States

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Region 4 Education Service Center

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

21-06  
 Interpretation and Translation Services

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

**5 Check only if there is NO Interested Party.**

**6 UNSWORN DECLARATION**

My name is Joe Whittington, Director, and my date of birth is 05/24/1960

My address is 3673 E. Scorpio Place Chandler AZ 85249 USA  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Maricopa County, State of AZ on the 16 day of AUG 2021  
(month) (year)

NOTE: Solicitation 21-06, Amendment 1 waived Notary requirement for this form.

  
 Signature of authorized agent of contracting business entity  
 (Declarant)

### Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Joe Whittington, as an authorized representative of \_\_\_\_\_,

Homeland Language Services, a contractor engaged by Homeland Language Services  
Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

  
Joe Whittington, Director Business Development

Signature of Named Authorized Company Representative

15AUG2021

Date

## Diversity, Equity and Inclusion Policy

HomeLand Language Services (HLS) supports the leading corporate and United Nations Standards for LGBTI throughout our organization to include best-practice guidelines, policies and practices for LGBTI employees, hiring, personal growth and inclusive workplaces. These guidelines outline five Standards of Conduct to support the business community in tackling discrimination against lesbian, gay, bi, trans and intersex (LGBTI) people. In HLS we encourage our employee community to work in a friendly environment with respect. HLS is an equal opportunity employer who does not discriminate or permit discrimination against, or provide special treatment for, any person or group of persons on the grounds of race, color, religion, sex, age, ethnicity, gender identity or expression, national origin, sexual orientation, marital status, familial status, physical disability, or any other category protected by law, particularly those related to EEO (Equal Employment Opportunity).

HLS understands the importance of cultural diversity. Therefore, we embrace different cultures to provide a global standpoint and connect all communities through language. These guidelines, initiatives and goals have been fully integrated into HLS interpreter relations, human resources and other internal work processes, procedures within each operational group of the company. New contracts will include all themes and goals of our highly successful diversity and inclusion programs

HLS has the mission of making its employees and customers feel like family, equal to all, where every challenge will be addressed with the same respect and care. With a strong commitment towards inclusion and diversity we represent our clients perspectives.





Homeland Language Services

— Our Linguists are the bridge to your success —

## Homeland Language Services Supported Language List

This list is periodically updated with emerging languages.

### A

#### Acholi (Sudan-Uganda)

- Acoli
- Acooli
- Akoli
- Atscholi
- Dok Acoli
- Gang
- Lebacoli
- Log Acoli
- Lwo
- Lwoo
- Shuli

#### Afghan

- Dari

#### Afrikaans

#### Akan

- Fanti
- Ghana
- Twi

#### Akateko

- Acatec
- Acateco
- Conob
- Kanobal
- K'anjob'al
- Q'anob'al
- San Miguel Acatan
- Kanjobal
- Western Kanjobal
- Western Q'anjob'al

#### Aklan

- Inakeanon
- Aklano
- Aklanon
- Aklanon-Bisayan
- Panay

#### Albanian

#### Amharic (Ethiopia)

- Abyssinian
- Amargina
- Amarinya
- Amhara
- Beta Israel
- Ethiopian

#### Apache

- Coyotero

#### Arabic

- Al-Arabiyya
- Al-Fusha
- Literary Arabic

#### Armenian

- Armenian, Eastern
- Armenian, Western
- Armjanski Yazyk

- Ena

- Ermeni Dili

- Ermenice

- Haieren

- Somkhuri

#### Ashanti

- Akan

#### Assyrian

- Assyrian Neo-Aramaic

- Aisorski

- Assyrianci

- Assyriski

- Lishana Aturaya

- Neo-Syriac

- Sooreth

- Suret

- Sureth

- Suryaya Swadaya

#### Azerbaijani

### B

#### Bahasa/Brunei

- Brunei-Kadaian
- Orang Bukit

#### Baluchi

#### Bambara

- Bamanakan
- Bamanankan

#### Banda

#### Bangi

- Bobangi
- Bubangi
- Dzamba
- Lobobangi

- Rebu

- Zamba

#### Bao-an

- Bonan

- Baonan

- Boan

- Manikacha

- Paoan

- Paongan

#### Basque

- Euska

- Euskara

- Euskera

- Euskerie

#### Bassa

#### Belorussian

- Belarusan

- Belarusian

- Bielorussian

- Byelorussian

- White Russian

- White Ruthenian

#### Bemba (Zambia)

- Chibemba

- Chiwemba

- Cibemba

- Ichibemba

- Icibemba

- Wemba

#### Bengali

- Bangala

- Bangla

- Bangla-Bhasa

#### Berber

- Tamazight, Central Atlas

- Central Shilha

- Middle Atlas Berber

- Moroccan Amazigh

- Shilha

- Tachelhit

#### Bhojpuri

- Bajpuri

- Bhojapuri

- Bhozpuri

- Bihari

- Deswali

- Khotla

- Piscimas

#### Bhutanese

- Bhotia of Bhutan

- Bhotia of Dukpa
- Dzongkha
- Drukha
- Drukke
- Dukpa
- Jonkha
- Rdzongha
- Zongkhar **Bicol**
- Bikol

#### **Bosnian**

#### **Brazil-Portuguese**

- Portuguese
- Portugues

#### **Bulgarian**

- Balgarski

#### **Burmese**

- Bama
- Bamacha ka
- Myanmar
- Myen

## **C**

#### **Cakchiquel**

- Kaqchikel
- Kaqchiquel

#### **Cambodian**

- Khmer

#### **Cantonese**

- Chinese, Yue
- Gwong Dung Waa
- Toisan
- Toishanese
- Yue
- Yueh
- Yuet Yue
- Yueyu

#### **Cape Verdean**

- Portuguese (macro)

#### **Catalan**

- Catala
- Catalan
- Catalan-Valencian-Balear
- Catalanian
- Valencian

#### **Cebuano**

- Binisaya
- Bisayan
- Sebuano
- Segbuanon
- Sugbuanon
- Visayan

#### **Chaldean**

- Chaldean Neo-Aramaic
- Fallani
- Fellihi
- Kaldaya
- Kildani
- Lishana Kaldaya
- Modern Chaldean
- Neo-Chaldean

- Soorath

- Soorith

- Suras

- Sureth

#### **Chamorro**

- Chamorru

- Tjamoro

#### **Chavacano**

- Chabacano

- Chabakano

- Zamboangueno

#### **Cherokee**

- Tsalagi

- Tsalgi

#### **Chichewa**

#### **Chin**

#### **Chin (Falam)**

- Falam

- Fallam

- Halam

- Hallam Chin

#### **Chin (Hakha)**

- Baungshe

- Haka

- Haka Chin

- Hakha

- Lai

- Lai Chin

#### **Chin (Matu)**

- Nge La

#### **Chin (Tedim)**

- Hai-Dim

- Tedim

- Tiddim

- Zomi

#### **Chin (Zanniat)**

- Chin, Falam

- Falam

- Fallam

- Halam

- Hallam

- Chin

#### **Chin (Zophei)**

- Chin, Zyphe

- Zo-pe

- Zoptei

- Zyphe

#### **Chinese**

#### **Chuj**

- Chuh

- Chuhe

- Chu de San Mateo

- Ixtatan

- Chue

- Koti

#### **Chungshan**

#### **Chuukese**

- Chuuk

- Lagoon Chuukese

- Ruk

- Truk

- Trukese

- Cree

- Creek

- Muskogee

#### **Crioulo**

#### **Guinea-Bissau Creole**

- Guinea-Bissau Kriyol

- Kriulo

- Kriyol

- Portuguese

#### **Creole Croatian**

- Hrvatski

#### **Czech**

- Bohemian

- Cesky jazyk

- Cestina

## **D**

#### **Dakota**

- Sioux

#### **Danish**

- Dansk

- Rigsdansk

#### **Dari (Afghanistan)**

- Afghan Persian

- Eastern Farsi

- Farsi

- Parsi

- Persian

- Tajik

- Tajiki

#### **Dinka (Sudan)**

#### **Dutch**

- Hollands

- Nederlands

## **E**

#### **Ebon**

- Edo

- Marshallese

#### **Egyptian Arabic**

- Lower Egypt Arabic

- Masri

- Massry

- Normal Egyptian Arabic

#### **Eritrean**

#### **Eskimo**

- Inupiatun, Northwest

- Alaska

- Inupiatun

- Northwest Alaska Inupiat

#### **Esperanto**

- Eo

- La Lingvo Internacia

#### **Estonian**

#### **Ethiopian**

- Amharic

- Abyssinian

- Amarigna

- Amarinya

- Amhara

- Beta Israel

#### **Ewe**

- Ebwe



## F

### Fang

- Pahouin

### Pamue

### Pangwe

### Fanti

- Akan

### Farsi

- Persian, Iranian
- New Persian
- Parsi
- Persian
- West Persian
- Western Farsi

### Fijian

### Polynesian

- Fijian
- Boumaa Fijian
- Eastern Fijian
- Fiji
- Nadroga
- Standard Fijian

### Filipino

### Finnish

- Suomi

### Flemish

- Vlaams

### Fon

- Dahomeen
- Fongbe

### French

- Francals

### French Cajun

- Acadian
- Cadien
- Cajan
- Cajun
- Louisiana

### French French

### Canadian

### French Creole

### Frisian

- Fries
- Frysk

### Fukienese

- Chao Chow
- Chui Chow
- Fujianese
- Hokkien
- Taechew
- Chinese, Min
- Nan
- Minnan
- Southern Min

- Taiwanese

### Fulani

- Fulah

### Fuzhou

- Chinese, Min
- Dong
- Eastern Min
- Foochow

## G

### Ga

- Accra
- Acra
- Amina
- Gain
- Gamei

### Gaddang

- Cagayan

### Gaelic

- Scottish Gaelic
- Albannach Gaidhlig
- Gaidhlig
- Gaidhlig na h-Alba
- Scots Gaelic

### Galician

- Galego
- Gallego

### Gallinya

- Borana
- Oromo, Borana-Arsi-Guji
- Afan Oromo
- Galla
- Galligna
- Southern Oromo

### Gana

- Ganaq
- Ganna
- Keningau Dusun
- Minansut

### Ganda (Uganda)

- Luganda

### Garri

- Ghari

### Georgian

- Common Kartvelian
- Gruzinski
- Kartuli

### German

- Deutsch
- Tedesco

### Grebo

### Greek

- Ellinika
- Graecae
- Grec
- Greco
- Neo-Hellenic
- Romaic

### Guamanian

- Chamorro
- Chamorruru

### Guarani

### Gujarati

- Gujerathi

- Gujerati

- Gujrathi

### Gulf

### Arabic

- 'Arabi

- Khaliiji

### Gwa

## H

### Haitian Creole

- Hakka
- Aiyssyen
- Creole
- Haitian
- Kreyol
- Kreyol ayisyen
- Western Caribbean
- Creole **Hamer-Banna**

- Amar

- Amarcocche

- Amer

- Ammar

- Bana

- Banna

- Beshada

- Cocche

- Hamar

- Hamar-Koke

- Hamer

- Hammer

- Hammercoche

- Kara Kerre

### Hausa

### Hawaii Creole

- Hawaii Pidgin
- Hawaii Creole English
- HCE, Pidgin

### Hebrew

- Israeli

- Ivrit

### Hindi

- Khadi Boli

- Khari Boli

### Hindko

- Hindko, Northern

- Hazara Hindko

- Hindki

- Kagani

- Kaghani

- Hindko, Southern

### Hindustani

- Hindustani, Sarnami

- Caribbean Hindustani

### Hmong

### Hopi

### Huibe

- Hubei

### Huizhou

- Hui

- Huizhou

### Hunanese

- Chinese, Xiang



- Hsiang
  - Hunan
  - Xiang
- Hungarian**
- Magyar

## I

### Ibanag

- Ybanag

### Ibo

- Igbo

### Icelandic

- Íslenska

### Ilocano

- Ilokano

- Iloko

### Ilonggo

- Hiligaynon

- Hiligainon

- Ilogo

### Indonesian

- Bahasa Indonesia

### Inupiatq

- North Alaskan Inupiatun

- Northwest Alaska Inupiatun

### Iraqi Arabic

- Arabi

- Iraqi Judeo-Arabic

- Jewish Iraqi-Baghdadi

### Arabic

- Yahudic

### Italian

- Italiano

## J

### Jakartanese

### Japanese

### Jarai

- Chor

- Cho-Rai

- Chrai

- Djarai

- Gia-Rai

- Gio-Rai

- Jorai

- Mthur

### Javanese

- Djawa

- Jawa

### Jingpho

- Aphu

- Chingpaw

- Chingp'o

- Jinghpaw

- Jinghpo

- Jingphaw

- Kachin

- Phu

### Jula

- Dioula

- Diula

- Djula

- Dyoula

- Dyula

- Jula Kong

- Kong Jula

- Tagboussikan

## K

### Kachchi

- Cuchi

- Cutch

- Kachchhi

- Kachi

- Katch

- Katchi

- Kautchy

- Kutchchi

- Kutchie

### Kamba

- Akamba

- Kekamba

- Kikamba

### Kanjobal

- Q'anjob'al

- Conob

- Eastern Kanjobal

- Eastern Qanjobal

- Kanhobal

- Qanjobal

- Santa Eulalia Kanjobal

### Kannada

- Banglori

- Canarese

- Havyaka

- Kanarese

- Madrassi

### Karen

- Pwo

### Karenni

- Kayah, Eastern

- Kayah

- Karennyi

- Kayah LI

- Kayay

- Kayeh

- Red Karen

### Kashmiri

- Cashmeeree

- Cashmiri

- Kacmiri

- Kaschemiri

- Keshur

- Koshur

### Kazakh

- Kaisak

- Kazak

- Kosach

- Qazag

### Khamu

- Kamhmu

- Kammu

- Kamu

- Khamuk

- Khmu'

- Khomu

- Kmhmu

- Lao Terng

- Mou

- Pouteng

- Pu Thenh

- Tenh

- Theng

### Khmer

- Cambodian

- Khmer

### Kikuyu

- Gikuyu

- Gekoyo

- Gigikuyu

### Kinya/Rwanda

- Kinyarwanda

- Hima

- Ikinyarwanda

- Orunyarwanda

- Ruanda

- Rwanda

- Rwandan

- Urunyarwanda

### Kirghiz

- Kyrgyz

- Kara-Kirgiz

- Kirgiz

### Kirundi

- Rundi

- Hima

- Urundi

### Kizigua

- Zigula

- Chizigula

- Kizigula

- Msegua

- Seguha

- Wayombo

- Wazegua

- Zeguha

- Zegura

- Zigoua

- Zigua

- Zigwa

### Kongo

### Korean

- Hanguk Mal

- Hanguk Uh

### Krahn

- Krahn, Western

- Krahn

- Kran

- Northern Krahn

- Western Kran

- Krahn, Eastern

- Eastern Kran

- Kran

### Krio

- Creole
- Patois
- Kru/Krumen**
- Krumen, Tepo
- Kroumen
- Southern Krumen
- Southwestern Kroumen

**Kunama**

- Baada
- Baaden
- Baaza
- Baazayn
- Baazen
- Bada
- Baden
- Baza
- Bazen
- Cunama
- Diila

**Kurdish**

**Kurdish (Badini)**

- Kermanci
- Kirmanci
- Kurdi
- Kurmanci
- Kurmanji

**Kurdish (Kurmanji)**

- Behdini

**Kurdish (Sorani)**

- Kurdish, Central
- Kurdi

**L**

**Lahu**

- Kaixien
- Kucong
- Kutsong
- Lahuna
- Laki
- Lohei
- Moso
- Muhso
- Mussar
- Musso
- Mussuh
- Namen

**Lakota**

- Lakhota
- Lakotiyapi
- Teton

**Lanzhou**

**Lao**

- Eastern Thai
- Lao Kao
- Lao Wiang
- Lao-Lum
- Lao-Noi
- Laotian
- Laotian Tai
- Lum Lao
- Phou Lao
- Rong Kong

- Tai Lao

**Latvian**

**Levantine Arabic**

- Arabic, Northern Levantine

**Spoken**

- Lebanese-Syrian Arabic

**North Levantine Arabic**

- Syro-Lebanese Arabic

**Lingala**

- Ngala

**Lithuanian**

- Lietuviskai
- Lietuviu
- Litauische
- Litewski
- Litovskiy

**Loma**

- Bouze
- Busy
- Buzi
- Loghoma
- Logoma
- Looma
- Lorma
- Toa

**Luganda**

- Ganda

**Luo**

- Kavirondo Luo
- Luo
- Nilotic Kavirondo

**Luxembourgish**

- Frankish
- Letzburgerisch
- Letzebuergesch
- Luxemburgian
- Luxemburgish
- Moselle Franconian

**M**

**Maay Somali**

- Af-Maay
- Af-Maay Tiri
- Af-May
- Af-Maymay
- Rahanween
- Rahanweyn

**Macedonian**

- Macedonian Slavic
- Makedonski
- Slavic

**Magahi**

- Bihari
- Magadhi
- Magaya
- Maghai
- Maghaya
- Maghori
- Magi
- Magodhi
- Megahi

**Maithili**

- Apabhramsa

- Bihari

- Matili

- Methli

- Tirahutia

- Tirhuti

- Tirhutia

**Malagasy**

**Malay**

- Bahasa Malayu
- Colloquial Malay
- Informal Malay
- Local Malay
- Malayu
- Melayu

**Malayalam**

- Alealum
- Malayalani
- Malayali
- Malean
- Maliyad
- Mallealle
- Mopia

**Malinke**

- Malinka
- Maninga

**Maltese**

- Malti

**Mam**

- B'anax Mam
- Huehuetenango Mam
- Oyool

**Mandarin**

- Beifang Fangyan
- Guanhua
- Guoyu
- Hanyo
- Huayu
- Mandarin
- Northern Chinese
- Putonghua
- Standard Chinese
- Zhongguohua
- Zhongwen

**Mandingo**

- Eastern Maninkakan
- Kita Maninkakan
- Konyanka Maninka
- Mandinka
- Sankaran Maninka
- Western Maninkakan

**Mandinka**

- Mande
- Manding
- Mandingo
- Mandingue
- Mandinque
- Soce

**Mankon**

- Ngemba
- Megimba
- Mogimba
- Mundum
- Ngomba
- Nguemba

**Marathi**

- Maharashtra

- Maharathi
- Malhatee
- Marthi
- Muruthu
- Marshallese**
- Ebon
- Maya**
- Maya, Yucatec
- Maaya
- Maaya t'aan
- Maayaa
- Peninsular Maya
- Yucatan Maya

#### **Mende**

- Boumpe
- Hulo
- Kossa
- Kosso

#### **Mien**

- Iu Mien
- Ban Yao
- Highland Yao
- Man
- Mian
- Mjen
- Myen
- Pan Yao
- Yao
- Yiu Mien
- Youmian

#### **Mina**

- Besleri
- Hina

#### **Mixteco**

- Mixtec

#### **Mixteco Alto**

- Mixtec

#### **Mixteco Bajo**

- Mixtec

#### **Mizo**

- Duhlian Twang
- Dulien
- Hualngo
- Lukhai
- Lusago
- Lusai
- Lusei
- Lushai
- Lushai-Mizo
- Lushei
- Saifau
- Whelngo

#### **Mola**

#### **Moldovan**

- Romanian
- Daco-Rumanian
- Rumanian

#### **Mongolian**

#### **Montagnard Dega/Mon-Khmer**

#### **Montenegrin**

- Serbian

#### **Moroccan Arabic**

- Colloquial Arabic
- Darija
- Maghrebi Arabic
- Maghribi
- Moroccan Arabic

- Moroccan Colloquial Arabic
- Moroccan Dareja
- Moroccan Darija
- Moroccan Dereja

#### **Mossi**

- Moore
- Mole
- Moose
- More
- Moshi

## **N**

#### **Nahuatl**

#### **Nanjing**

- Chinese, Mandarin
- Beifang Fangyan
- Guanhua
- Guoyu
- Hanyu
- Huayu
- Mandarin

#### **Northern Chinese**

#### **Putonghua**

#### **Standard Chinese**

#### **Zhongguohua**

#### **Zhongwen**

#### **Navajo**

- Dine
- Navaho

#### **Ndebele**

- Isinde'bele
- Ndebele of Zimbabwe
- Northern Ndebele
- Sindebele
- Tabele
- Tebele

#### **Neapolitan**

- Neapolitano-Calabrese
- Neapolitan-Calabrese

#### **Nepali**

#### **Norwegian**

- Norsk

#### **Nuer (Sudan)**

- Naadh
- Naath

## **O**

#### **Oromo (Ethiopia)**

#### **Ouatchi**

- Gbe, Waci
- Wachi
- Waci
- Waci-Gbe
- Watyi

## **P**

#### **Paluan**

#### **Pampango**

- Pampangan
- Kapampangan
- Pampangueno

#### **Pangasinan**

#### **Papiamento**

- Papiamentu
- Curaceleno
- Curassese
- Papiamen
- Papiamentoe

#### **Pashto (Afghanistan)**

- Pashto, Southern
- Kandahar Pashto
- Qandahar Pashto
- Southwestern Pashto

#### **Pennsylvania Dutch**

- German, Pennsylvania
- Pennsylvania Deitsh
- Pennsylvanish

#### **Persian**

#### **Pohnpeian**

- Ponapean

#### **Polish**

- Polnisch
- Polski

#### **Polynesian**

#### **Portuguese**

- Azorean Portuguese
- Portugues

#### **Portuguese Creole**

- Crioula, Upper Guinea
- Guinea-Bissau Creole
- Guinea-Bissau Kriyol
- Kriulo
- Kriyol

#### **Pothohari**

- Mirpuri
- Pahari-Potwari
- Chibhali
- Dhundi-Kairali
- Potohari
- Potwari

#### **Pulaar**

- Peul
- Peulh
- Pulaar Fulfulde

#### **Punjabi**

- Punjabi, Western
- Lahanda
- Lahnda
- Lahndi
- Panajabi
- Panabi Proper
- Punjabi
- Punjapi
- Shahmukhi
- Punjabi, Eastern
- Eastern Panjabi
- Gurmukhi



- Gurumukhi
- Purepecha/Tarasco**
- Eastern Lake Purepecha
- P'orhe
- P'orhepecha
- P'urhe
- P'urhepecha
- Phorhepecha
- Porhe
- P'orhepecha
- Purepecha de la Zona Lacustre
- P'urhepecha
- Tarascan
- Tarasco

## Q

- Quechua**
- Quiche**
- K'iche'
- Central K'iche'
- Central Quiche
- Chiquel
- Qach'abel

## R

- Rohingya**
- Rohinja
- Ruwainggya
- Romani**
- Romanian**
- Daco-Rumanian
- Moldavian
- Rumanian
- Russian**
- Russki

## S

- Samoa**
- Gagana Samoa
- Saraiki**
- Bahawalpuri
- Seraiki
- Siraiki
- Saudi Arabic**
- Arabic, Najdi Spoken
- Senegalese**
- Wolof, Gambian
- Serbian**
- Montenegrin

- Serbo-Croatian**
- Shanghaiese**
- Chinese, Wu
- Jiangnan hua
- Jiangsu-Zhujiang hua
- Jiangzhe hua
- Wu
- Wuyue
- Sichuan/Szechuan**

- Sicilian**
- Calabro-Sicilian
- Sicilianu
- Siculo

- Sierra Leone Creole**
- Creole
- Krio
- Patois

### Sindi

- Sindhi

### Sinhala

- Cingalese
- Singhala
- Singhalese
- Sinhalese

### Slovak

- Slovakian
- Slovencina
- Slovensky Jazyk

### Slovenian

- Slovene
- Slovencina

### Somali

#### Soninke

- Sonike (Maraka)
- Soninke (Sarakole)
- Soninke (Sarahuleh)
- Aswanek

#### Aswanik

#### Azer

#### Ceddo

#### Cheddo

#### Gangara

#### Genger

#### Kwara

#### Maraka

#### Marka

#### Markaajo

#### Markakan

#### Sarakole

#### Sarakolle

#### Sarakule

#### Sarakulle

#### Sarangkole

#### Sarangkolle

#### Saraxuli

#### Sebbe

#### Serahule

#### Serecole

#### Sooninkanxanne

#### Sooninke

#### Wakkore

#### Wankara

### Spanish

#### Castellano

#### Castilian

#### Espanol

### Suchown

### Sudanese Arabic

- Arabic, Sudanese Spoken
- Khartoum Arabic

### Susu/Soso

- Sose
- Soso
- Soussou
- Susoo

### Swahili

- Swahili (Kibajuni)
- Kiswahili
- Bravnese
- Bajun
- Kisuaheli

### Swedish

- Ruotsi
- Svenska

### Sylheti

- Sileti
- Siloti
- Srihattia
- Sylhetti
- Sylhetti Bangla
- Syloti
- Syloty

## T

### Tadzhik

- Tajiki
- Galcha
- Tajik
- Tajiki Persian
- Tojiki

### Tagalog

#### Tamil

- Damulian
- Tamal
- Tamalsan
- Tambul
- Tamili

#### Telugu

- Andhra
- Gentoo
- Tailangi
- Telangire
- Telegu
- Telgi
- Tengu
- Terangi
- Tolangan

#### Temne

- Themne
- Temen
- Timene
- Timmannee
- Timne

#### Thai

- Bangkok Thai
- Central Thai
- Siamese
- Standard Thai

- Thai Klang
- Thaiklang
- Tibetan**
- Tibetan, Central
- Bhotia
- Dbus
- Dbusgtsang
- Phoke
- U
- Wei
- Weizang
- Zang

#### **Tigrigna (Eritrea)**

- Beta Israel
- Tigray
- Tigrinya

#### **Tohono O'Odham**

- Nebome
- Nevome
- O'odham
- O'othham
- Papago-Pima
- Tohono O'otham
- Upper Piman

#### **Tongan**

- Faka Tonga

#### **Triqui**

- Trique

#### **Tshiluba**

- Luba-Kasai
- Bena-Lulua
- Ciluba
- Luba-Lulua
- Luva
- Western Luba

#### **Turkish**

- Anatolian
- Turkce
- Turkisch

#### **Twi**

- Akan

## **U**

#### **Ukrainian**

#### **Urdu**

- Pakistani

#### **Uyghur**

- Uighuir
- Uighur
- Uiguir
- Uygur
- Weiwu'er

- Wiga

#### **Uzbek**

## **V**

#### **Vietnamese**

- Annamese
- Ching
- Gin
- Jing
- Kinh
- Viet

## **W**

#### **Waray-Waray**

- Binisaya
- Samaran
- Samareno
- Samarenyo
- Samar-Leyte
- Waray

#### **Welsh**

#### **Wolof**

#### **Wuxinese**

## **X**

#### **Xhosa**

- Cauzuh
- Isixhosa
- Koosa
- Xosa

## **Y**

#### **Yapese**

#### **Yemeni Arabic**

- Judeo-Yemeni
- Yemenite Judeo-Arabic

#### **Yiddish**

#### **Yoruba**

- Yariba
- Yooba

#### **Yucateco**

- Yucatec

#### **Yugoslavian**

#### **Yupik**

- Yupik, Central Siberian
- Bering Strait Yupik

- Saint Lawrence Island

#### **Eskimo**

- Yupik, Naukan
- Naukan
- Naukanski
- Nevuqaq
- Yupik, Central
- Central Alaskan Yupik
- Yupik, Sirenik
- Old Sirenik
- Sirenik
- Sirenikski
- Vuteen

## **Z**

#### **Zambai**

- Sambali

#### **Zande**

- Asande
- Azande
- Badjande
- Bazenda
- Pazande
- Sande
- Zandi

#### **Zapoteco**

#### **Zarma**

- Adzerma
- Djerma
- Dyabarma
- Dyarma
- Dyerma
- Zabarma
- Zarbarma
- Zarmaci

#### **Zomi**

- Zo
- Jou
- Yo
- Yos
- Zoham
- Zome
- Zou
- Zou Chin

#### **Zulu**

- Isizulu
- Zunda